

COLBY & BANNINGHAM PARISH COUNCIL COMPLAINTS PROCEDURE

For service users or members of the public.

The Council aims to serve its residents effectively and efficiently. However, there are times when something goes wrong, and the following procedure sets out how we will deal with a complaint and take steps to put things right for the future. But please remember that complaints about the Clerk are treated as a personnel matter, and complaints about a Councillor should be addressed to the Standards Board for England.

If a complaint cannot be satisfied in an informal way by the Clerk, or the Chairman, then the following procedure will be adhered to regarding complaints about the Council's procedures or administration:

Before the Meeting

1. Only written and signed complaints will be considered unless there are compelling reasons why this may not be possible (e.g. Literacy or language difficulties).
2. The person making the complaint will be asked to write to the Clerk, giving full details of the complaint. If they do not wish to write to the Clerk, they may write to the Chairman.
3. The Clerk will acknowledge receipt of the complaint and advise the complainant when the matter will be considered by the council.
4. All formal complaints will be heard at a full council meeting, which if practicable, will be the next meeting after receiving the complaint.
5. The complainant shall be invited to attend the meeting and may bring a representative with them.
6. Copies of any documentation relating to the complaint should be made available to the Council and the complainant, seven working days prior to the meeting.

At the Meeting

7. The Council shall decide whether the circumstances of the complaint warrant the exclusion of the public and the press. Any decision on a complaint will be announced at the meeting in public.
8. The Chairman will introduce everyone and explain the Council's procedure on handling a complaint.
9. The complainant or their representative will be asked to outline the grounds for complaint.
10. Councillors may ask the complainant any questions.
11. If relevant, the Clerk may explain the Council's position.
12. Members may ask the Clerk any questions.

13. First the Clerk, and then the complainant, will be offered the chance to have a final say.
14. The Clerk and the complainant will be asked to leave the room whilst the Council decide whether or not the grounds for the complaint have been made. If it is requested that further clarification is required both parties will be invited back.
15. The Clerk and the complainant will be asked to return to the meeting to hear the decision that has been made, or to be advised when the decision will be made.

The decision, together with details of any action to be taken, will be confirmed in writing within seven working days.

This Policy was adopted by the Parish Council at the meeting on 11 September 2007.