

# **STAMBRIDGE PARISH COUNCIL**

## **Complaints Procedure, July 2020.**

### **Code of Practice**

#### **Before the meeting:**

- 1. The complainant is asked to put the complaint about the Council's procedures or administration in writing to the Clerk to the Council.**
- 2. If the complainant does not wish to put the complaint to the Clerk to the Council, he or she may be advised to put it to the Chairman of the Council.**
- 3. The Clerk shall acknowledge receipt of the complaint and advise the complainant of when the matter will be considered by the Complaints Committee, which comprises three members of the Parish Council.**
- 4. The complainant shall be invited to attend the relevant meeting and bring with him or her one representative of his or her choice.**
- 5. Seven clear days (excluding Saturdays, Sundays and public holidays) prior to the meeting, the complainant shall provide the Council with copies of any documentation or other evidence which he or she wishes to refer to at the meeting.**

#### **At the meeting:**

- 6. The Complaints Committee shall consider whether the circumstances of the meeting warrant the exclusion of the public and the press, although any decision on a complaint shall be announced at the meeting in public.**
- 7. The Chairman will introduce everyone.**
- 8. The Chairman will explain the procedure.**
- 9. The complainant or his or her representative, will outline the grounds for complaint.**
- 10. Members may ask any question of the complainant.**
- 11. If relevant, the Clerk to the Council will explain the Council's position.**
- 12. Members may ask any question of the Clerk to the Council.**
- 13. The Clerk to the Council (first) and the complainant (second) will be offered the opportunity to sum up.**
- 14. The Clerk to the Council, the complainant and his or her representative (if representative is present) will be asked to leave the room while members decided whether or not the grounds of complaint have been made. If a point of clarification is necessary, both parties will be invited back.**
- 15. The Clerk to the Council, the complainant and his or her representative (if representative is present) will be invited back to hear the decision, or to be advised when the decision will be made.**

#### **After the meeting:**

- 16. The decision will be confirmed in writing within seven days (excluding Saturdays, Sundays and public holidays), together with details of any action to be taken.**