HAUGHLEY PARISH COUNCIL

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COMPLAINTS POLICY AND PROCEDURE

Adopted May 2018

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Introduction

This policy and procedure is designed for those occasions when a member of the public has a complaint regarding the Council's processes and/or employees. It is not intended to deal with complaints regarding Council decisions taken in public meetings, nor with complaints about individual Councillors.

Policy

All complaints will be considered in public by the Council at the next meeting of the Council and the agreed outcome published as part of the minutes of that meeting.

Procedure

Before the Meeting

1. The complainant should be asked to put the complaint about the council's procedures or administration in writing to the proper officer.

2. If the complainant does not wish to put the complaint to the proper officer, they may be advised to put it to the Chairman of the council.

3. The proper officer shall acknowledge the receipt of the complaint and advise the complainant when the matter will be considered by the council.

4. The complainant shall be invited to attend the relevant meeting and bring with them such representative as they wish.

5. 7 clear working days prior to the meeting, the complainant shall provide the council with copies of any documentation or other evidence, which they wish to refer to at the meeting. The council shall similarly provide the complainant with copies of any documentation upon which they wish to rely at the meeting.

At the Meeting

6. The council shall consider whether the circumstances of the meeting warrant the exclusion of the public and the press. Any decision on a complaint shall be announced at the meeting and reported to the next council meeting in public.

7. Chairman to introduce everyone.

8. Chairman to explain procedure.

9. Complainant (or representative) to outline grounds for complaint.

10. Members to ask any question of the complainant.

11. If relevant, proper officer to explain the council's position.

12. Members to ask any question of the proper officer.

13. The proper officer and complainant to be offered opportunity of last word (in this order).

14. The proper officer and complainant to be asked to leave room while Members decide whether or not the grounds for the complaint have been made. (If a point of clarification is necessary, both parties to be invited back).

15. The proper officer and complainant return to hear decision, or to be advised when decision will be made.

After the Meeting

16. Decision confirmed in writing within seven working days together with details of any action to be taken.