

# GREAT WARFORD PARISH COUNCIL

## COMPLAINTS PROCEDURE

### 1. Handling of Complaints

- 1.1. The complainant should be asked to put the complaint about the council's procedures or administration in writing to the Clerk or other nominated proper officer.
- 1.2. If the complainant does not wish to put the complaint to the clerk or proper officer they may be advised to put it to the chairman of the council.
- 1.3. The Clerk shall acknowledge the receipt of the complaint and advise the complainant when the matter will be considered by the council or by a committee established for the purposes of hearing complaints.
- 1.4. The complainant shall be invited to attend the relevant meeting and bring with them such representative as they wish.
- 1.5. Seven 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.
- 1.6. The council shall consider whether the circumstances of the meeting warrant the exclusion of the public and the press. Any decision on the complaint shall be announced at the council meeting in public.
- 1.7. The order of the meeting shall be:
  - a) Chairman introduce everyone.
  - b) Chairman explain the procedure for the meeting.
  - c) Complainant (or representative) to outline the grounds for the complaint.
  - d) Members to ask any questions of the complainant.
  - e) If relevant, clerk or proper officer to explain council's position.
  - f) Members to ask questions of the Clerk or proper officer.
  - g) Clerk or proper officer and complainant to be offered opportunity of last word (in this order). Clerk or other proper officer and complainant to leave the room while members decide whether or not the grounds for the complaint should be upheld. (If a point of clarification is necessary, both parties to be invited back.)
  - h) Clerk or proper officer and complainant return to hear the decision, or to be advised when a decision will be made.
- 1.8. Decision to be confirmed in writing within seven days together with any details of any action to be taken.