

## **ALDEBY PARISH COUNCIL**

### **COMPLAINTS PROCEDURE**

1. The following procedure will be adopted for dealing with complaints about the Council's administration or its procedures. Complaints about a policy decision made by the Council will be referred back to the Council for consideration.
  
2. The complainant will be asked to put the complaint in writing (letter or e-mail) to the Clerk to the Council at 12 Hampton Avenue, Thurlton, Norfolk NR14 6RH [aldeby.pc@gmail.com](mailto:aldeby.pc@gmail.com) . The complaint will be acknowledged within 21 days of receipt, and discussed at the next Council meeting. Refusal to put the complaint in writing does not necessarily mean that the complaint cannot be investigated, but it is easier to deal with if it is in writing.
  
3. If the complainant prefers not to put the complaint to the Clerk to the Council (because the matter relates to the Clerk, for example,) he or she should be advised to write to the Chair.
  
4. The Clerk to the Council (except where the complaint is about his or her own actions) or Chair of Council (if the complaint relates to the Clerk), shall acknowledge 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. The complainant should also be advised whether the complaint will be treated as confidential or whether, for example, notice of it will be given in the usual way (if, for example, the complaint is to be heard by a committee).
  
5. The complainant shall be invited to attend a meeting and to bring with them a representative if they wish.
  
6. Seven clear working days prior to the meeting, the complainant shall provide the council with copies of any documentation or other evidence relied on. The council shall provide the complainant with copies of any documentation upon which they wish to rely at the meeting and shall do so promptly, allowing the complainant the opportunity to read the material in good time for the meeting.

## **At the meeting**

7. 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 council meeting in public.

8. The chairman should introduce everyone and explain the procedure.

9. The complainant (or representative) should outline the grounds for complaint and, thereafter, questions may be asked by (i) the clerk or other nominated officer and then (ii), members.

10. The clerk or other nominated officer will have an opportunity to explain the council's position and questions may be asked by (i) the complainant and (ii), members.

11. The clerk or other nominated officer and then the complainant should be offered the offered to summarise their position.

12. The clerk or other nominated officer and the complainant should be asked to leave the room while members decide whether or not the grounds for the complaint have been made. If a point of clarification is necessary, *both* parties shall be invited back.

13. The clerk or other nominated officer and the complainant should be given the opportunity to wait for the decision but if the decision is unlikely to be finalised on that day they should be advised when the decision is likely to be made and when it is likely to be communicated to them.

## **After the meeting**

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