

# Irton Parish Council

## COMPLAINTS POLICY AND PROCEDURE

- 1) If a complaint about procedures or administration is notified orally to a councillor or the clerk and it is not possible to satisfy the complainant fully forthwith the complainant shall be asked to put his complaint in writing to the clerk and be assured that it will be dealt with promptly after receipt.
- 2) If a complainant indicates that he would prefer not to put the complaint to the clerk he shall be advised to put it to the chairman.
- 3) On receipt of a written complaint the clerk or chairman, as the case may be, shall try to settle the complaint directly with the complainant but shall not do so in respect of a complaint about the clerk or councillor without first notifying the person complained of and giving him an opportunity to comment on the manner in which it is intended to attempt to settle the complaint. Where the clerk receives a written complaint about his own actions he shall forthwith refer the complaint to the council.
- 4) The clerk or chairman shall report to the next meeting of the Council any written complaint disposed of by direct action with the complainant.
- 5) The clerk or chairman shall bring any written complaint which cannot be settled to the next meeting of the Council and the clerk shall notify the complainant of the date on which the complaint will be considered. To invite him or her to attend the open part of the meeting if they wish to explain their complaint and may be accompanied by a colleague.
- 6) The Council shall consider whether the circumstances attending any complaint warrant the matter being discussed in the absence of the press and public.
- 7) As soon as may be after the decision has been made the nature of any action to be taken shall be communicated in writing to the complainant.

NOTE - The code of practice within this guidance is aimed at those situations where a complaint has been made about the administration of the Council or about its procedures. It is not an appropriate forum for a complaint against individuals, as the provisions available below should cover these situations.

Type of conduct	Refer to
Financial irregularity	Local elector's statutory right to object Council's audit of accounts pursuant to s.16 Audit Commission Act 1998. On other matters, councils may need to consult their auditor / Audit Commission
Criminal activity	The Police
Member conduct	In England a complaint relating to a member's failure to comply with the Code of Conduct must be submitted to the standards committee of the relevant principal authority.
Employee conduct	Internal disciplinary procedure