

# **BADGWORTH PARISH COUNCIL**

## **Anonymous Complaints**

**The following procedure has been adopted for dealing with anonymous complaints.**

**This procedure does not cover complaints about the Council's administration or its procedures. Such complaints are dealt with under the Complaints Policy.**

**This procedure does not cover complaints about the conduct of a Member of the Parish Council. Such complaints should be made to Somerset Council.**

All anonymous complaints should be referred to the clerk in the first instance. The following procedure will be followed:

An anonymous complainant reports an issue:

- I. The matter should be referred to the Clerk
- II. The Clerk will arrange that the matter is verified by a Councillor.

Where anonymous complaints cannot be verified from a public vantage point, no further action will be taken.

- III. Once the matter is verified, the Clerk will consult with the Chairman or an appropriate Councillor to determine the best course of action. Such actions may include: reporting the matter to the appropriate authority; or adding the matter to an agenda for consideration by Council or a Committee.

Where any complaint is considered vexatious or vindictive by the Clerk in consultation with the Chairman or an appropriate Councillor no further action will be taken.

**Adopted by Council: 26<sup>th</sup> April 2021**