RANSKILL PARISH COUNCIL

Complaints Procedure

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13 Feb 2018	Reviewed by Parish Council
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COMPLAINTS PROCEDURE

Complaints about an employee of the Council (ie. The Clerk) should be dealt with internally as an employment matter.

Complaints about a councillor are subject to the jurisdiction of the Standards Board. Complainants should be advised to contact that body directly or the Monitoring Officer at Bassetlaw District Council for further information.

The code of practice below is aimed at those situations where a complaint has been made about the administration of the council or its procedures either by a complainant direct or which have been referred back to the council from other bodies.

CODE OF PRACTICE

Before the Meeting

1. The complainant should be asked to put the complaint about the council's procedures or administration in writing to the clerk.
2. If the complainant does not wish to put the complaint to the clerk they should be advised to put it to the chairman of the council.
3. The clerk 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 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 the complaint shall be announced at the 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 questions of the complainant.
11. If relevant, clerk to explain the council's position.
12. Members to ask any question of the clerk.
13. Clerk and complainant to be offered opportunity of last word (in this order)

14. Clerk 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. Clerk 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.