

Dry Drayton Parish Council

Complaint Procedure

This Complaint Procedure was adopted by resolution of Dry Drayton Parish Council at its meeting of 19th June 2012.

1 Purpose

The purpose of this document is to outline the procedure to be used when a formal complaint is received by Dry Drayton Parish Council. Whilst a complaint may be related to any aspect of the Parish Council, this procedure is intended to deal with complaints relating to administration or procedures of the council. Complaints about council employees are dealt with as an employment matter. Complaints about individual Councillors are dealt with in accordance with the Council's Standing Orders and Code of Conduct.

This procedure is intended to deal with complaints that cannot be satisfactorily resolved by less formal measures or adequately explained by the Clerk, Chairman or Proper Officer.

2 Code of Practice

Formal complaints shall be considered by a meeting of the full Council. Before the meeting:

- 1 The Complainant will be asked to put the complaint about the Council's procedures or administration in writing to the Clerk as Proper Officer for these matters. (A complaint form is provided with this document as a template for submitting a formal complaint).
- 2 If the Complainant does not wish to put the complaint to the Clerk because it relates to the Clerk they may 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 Seven clear working days prior to the meeting, the Complainant shall provide the Council with copies of any documentation or other evidence to which they wish to refer at 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 a complaint shall be announced at the Council meeting in public.
- 7 The Chairman will introduce everyone present.
- 8 The Chairman will explain this complaints procedure.

- 9 The Complainant, or representative, will outline the grounds for complaint.
- 10 Council members will ask any questions of the Complainant.
- 11 If relevant, the Clerk or other Proper Officer will explain the position of the Council.
- 12 Council members will ask any questions of the Clerk or Proper Officer.
- 13 The Clerk or Proper Officer and Complainant will be offered the opportunity of a last word, in that order.
- 14 The Clerk or Proper Officer and Complainant will leave the room whilst Council members decide whether or not to uphold the complaint. (If any clarification is necessary, both parties will be invited back into the room).
- 15 The Clerk or Proper Officer and Complainant will return to hear the Council's decision.

After the meeting:

- 16 The decision will be confirmed in writing within seven working days of the meeting together with details of any action to be taken.

Dry Drayton Parish Council Complaint Form

Date	
Name	
Address	
Telephone Number	
<p>Nature of Complaint</p> <p>Please include details of:</p> <ol style="list-style-type: none">1 What you wish to complain to the Parish Council about.2 When and where the matter you wish to complain about occurred.3 The names and contact details of any others involved.4 In your opinion, what action or decision should be taken to resolve the matter?	

To register a complaint please complete and return this form, with any other information you wish to provide, to the Clerk or Chairman of the Parish Council.