

COMPLAINTS PROCEDURE FOR CHERITON BISHOP PARISH COUNCIL

Adopted 12th November 2007

A committee of three Councillors to be established. The Committee will elect its own chairman. The Clerk will usually be involved with servicing this committee unless there are compelling reasons for not doing so.

Before the meeting

1. The complainant should be asked to put details of the complaint about the Councils procedures or administration in writing to the Clerk or other nominated proper Officer.
2. If they do not wish to put the complaint to the Clerk or other proper Officer they should be advised to put it to the Chairman of the Council.
3. The complaint shall be acknowledged, and the complainant advised of the date when the matter will be considered by the Council.
4. The complainant should be invited to attend the relevant meeting accompanied by such representation as they wish. The complainant should be asked to confirm details of any representation before the meeting to allow the Committee an opportunity to decide if its numbers need to be supplemented.
5. The complainant shall be invited to provide the Committee with copies of any documentation or other evidence at least 7 clear working days prior to the date set for the meeting. Similarly the Committee shall provide the complainant with copies of any documents it intends to use at the meeting.

At the meeting

6. The Council shall consider whether the circumstances of the meeting warrant the exclusion of the public and press. Any decision on a complaint shall be announced at a Council meeting in public.
7. . At the start of the Committee meeting the Chairman shall introduce everyone and explain the procedure for handling the complaint.
8. The complainant and/or their representative shall be invited to set out the grounds of their complaint.
9. The Committee members shall question the complainant and/or their representatives.
10. If relevant Clerk or other proper Officer to explain the Councils position and Councillors to ask any questions of the Clerk.
11. Clerk or other proper Officer first and then complainant to be offered the opportunity to summarise.
12. The Chairman shall then ask the Clerk or proper Officer, the complainant and representatives to withdraw while members decide whether or not grounds for the complaint have been made. (If a point of clarification is necessary all parties to be invited back)
13. The meeting will reconvene. The Clerk and complainant will be advised of the decision or be advised when a decision will be made.

After the Meeting

14. The decision will be confirmed in writing within seven working days together with details of any action to be taken and the date when a full report will be presented to the Council.