

# **CLEEVE PRIOR PARISH COUNCIL COMPLAINTS PROCEDURE**

The following document details the procedure to be followed if you have a complaint about the administration or procedure followed by Cleeve Prior Parish Council in relation to carrying out its business. The Council will endeavour to settle complaints and satisfy complainants in the interests of the good reputation of the Council.

In the event of a complaint about the behaviour of a Councillor, which involves an alleged breach of the Code of Conduct, there is a duty upon any individual Councillor who becomes aware of the complaint to report it direct to the Monitoring Officer at Wychavon District Council.

As Local Councils are not subject to the jurisdiction of the Local Ombudsman there is no independent body to which the complainant can turn for an independent formal assessment with regard to matters of administration and procedures. Therefore, every duly made complaint should be dealt with according to this code.

The following procedure endeavours to ensure that complainants can feel satisfied that their grievance has been properly and fully considered.

## **Complaints Procedure Adopted by Cleeve Prior Parish Council on 12 December 2012**

**If a complaint about procedures or administration is notified orally to a Parish Councillor or to the Clerk** and they cannot satisfy the complainant fully, the complainant shall be asked to put the complaint in writing to the Clerk and the complainant assured that it will be dealt with promptly after receipt.

If a complainant prefers not to put the complaint to the Clerk, s/he shall be advised to put it to the Chairman.

On receipt of a written complaint the Clerk or Chairman, as the case may be, shall (except where the complaint is about his/her own actions) try to settle the complaint directly with the complainant.

Where the Clerk or Chairman receives a written complaint about his or her own actions s/he shall forthwith refer the complaint to the Council.

The Clerk or Chairman shall report to the next meeting of the Council any written complaint disposed of by direct action with the complainant.

The Clerk or Chairman shall bring any written complaint which has not been 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, and the complainant shall be offered an opportunity to explain the complaint orally.

The Council shall consider whether the circumstances attending any complaint warrant the matter being discussed in the absence of the press and public but any decision on a complaint shall be announced at the Council meeting in public.

As soon as may be after the decision has been made it and the nature of any action to be taken shall be communicated in writing to the complainant.

A Council shall defer dealing with any written complaint only if it is of the opinion that issues of law or practice arise on which advice is necessary from CALC or other sources of legal advice. The complaint shall be dealt with at the next meeting after the advice has been received.

The Clerk will maintain a list of complaints which will be included in the Annual Report of the Council.