

## **GREAT AYTON PARISH COUNCIL - COMPLAINTS POLICY**

**Adopted from the National Association of Local Councils Legal Topic Note LTN06 July03  
Code of Practice for Local Councils in Handling Complaint.**

### **Part 1 - General Provision**

1. Complaints about an Employee of the Council (i.e. the Clerk) should be dealt with as an Employment matter. A Complainant can be assured that the matter will be dealt with internally and appropriate action taken as required.
2. Complaints about a Councillor are now subject to the jurisdiction of the Standards Board. Complainants should be advised to contact the appropriate body directly or the Monitoring Officer for further information. The Parish holds relevant information and contact details, which can be given to the Complainant.
3. This Policy is therefore aimed at those situations where a Complaint has been made about the administration of the Council or about its procedures. It is not really an appropriate forum for a complaint against individuals, as the provisions available above should cover these situations.
4. If the Council fail to deal with complaints directly, they may have to utilise other resources in dealing with outside bodies, which the complainant has engaged to further highlight their dissatisfaction.
5. The Council may establish a Committee to deal a complaint. If a Committee is formed, it will report its conclusions to the next Council Meeting.
6. Every effort must be made not to confuse this procedure with that available for complaints against individual members.
7. The Policy is designed for those complaints that cannot be satisfied by less formal measures or explanations provided to the Complainant by the Clerk or Chairman.
8. It may be that the Clerk at the Meeting represents the position of the Council. If the Clerk is putting forward the justification for the action or procedure complained of, he or she should not advise the Council or Committee.
9. At all times, the rules of natural justice will apply. In other words, all parties should be treated fairly and the process should be reasonable, accessible and transparent.

*(November 2010)*

## **Part 2 - 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 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 or by the Committee established for the purposes of hearing the complaint.
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, which they wish to refer to 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. Chairman to introduce everyone.
8. Chairman to explain procedure.
9. Complainant (or representative) to outline grounds for complaint.
10. Members to ask any question 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.