Shalford Parish Council

Complaints Procedure

Adopted June 2018

Review date May 2019

Reviewed June 2020

Next Review June 2021

COMPLAINTS PROCEDURE For service users or members of the public

Please note a complaint about a member of staff is treated as a personnel matter and complaints about a Parish Council Member should be addressed to the Monitoring officer at Braintree District Council.

If a complaint cannot be satisfied in an informal way by the Clerk, or the Chairman, then the following Procedure shall apply to all complaints relating to the Parish Council's procedures or administration:

Submission of the Complaint

1. The person making the complaint (the Complainant) should set out full details of the complaint in writing and send it to the Clerk. In the event that the Complainant does not wish to address the complaint to the Clerk, it shall be sent to the Chairman of the Parish Council.

2. The Clerk will acknowledge receipt of the complaint within five working days of receipt and shall advise the Complainant of the date when the Parish Council will consider their complaint.

3. All formal complaints will be heard at a full Parish Council meeting, which if practicable, will be the next meeting after receipt of the complaint.

4. The Complainant shall be invited to attend the meeting and may bring a representative if they wish. The Complainant shall also be advised whether the complaint will be treated as confidential.

5. The Complainant shall provide to the Parish Council copies of all documentation and evidence upon which they may wish to rely on no later than seven days prior to the meeting when the complaint is to be considered.

6. The Council shall decide whether the circumstances of the complaint warrant the exclusion of the public and the press. Any decision in relation to a complaint will be announced at the meeting in public.

7. The Chairman will introduce all parties and explain the Parish Council's complaints handling procedure.

8. The Complainant, or their representative, will be asked to outline the grounds for complaint. Thereafter, the clerk or other nominated officer, together with members, may ask questions of the Complainant.

9. The Clerk or other nominated officer shall explain the position of the Parish Council. Thereafter the Complainant, together with members, may ask further questions.

10. First the Clerk or other nominated officer, and then the Complainant, shall be offered the opportunity to summarise their position.

11. Both the Clerk or other nominated officer and the Complainant shall be asked to leave the room whilst the Parish Council decides whether, or not, the grounds for the complaint have been made. If any point of clarification is required both parties shall be invited back into the room.

12. Both the Clerk or other nominated officer and the Complainant shall be invited to return to the meeting to hear either the formal decision that has been made by the Parish Council or if a decision cannot be finalised at that meeting, to be advised of the reasons why a decision could not be reached and when the decision is likely to be made and consequently when it is likely to be communicated to them.

After the meeting

13. The final decision, together with details of any action to be taken, shall be confirmed in writing within seven working days of that decision being made.

14. There is no appeals process.