

Much Birch Parish Council

Complaints Procedure

(Based on the template recommended by the National Association of Local Councils)

Note:

If the complaint received by the Council is in respect of the Clerk, the complaint should be dealt with as an employment matter.

If the complaint received is in respect of a Councillor, the complainant should be advised to contact the Standards Board or the Monitoring Officer, at Herefordshire District Council, telephone 01432 260000, for further advice.

The following procedure is to be used on receipt of a complaint about the administration of the Much Birch Parish Council or about its procedures.

The Clerk or Chairman should report the receipt of any written complaint to the next meeting of the Council for consideration.

Before the meeting to consider the complaint:-

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 receipt of the complaint and advise the complainant when the matter will be considered by the Council
4. The complainant shall be advised to attend the relevant meeting and bring with them such representatives 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 press. Any decision on a complaint shall be announced at the Council meeting in public

7. The Chairman shall introduce everyone
8. The Chairman shall explain the procedure
9. The Complainant (or representative) is to outline the grounds for the complaint
10. The members may ask any questions of the complainant
11. If relevant, the Clerk is to explain the Council's position
12. The members may ask any questions of the Clerk
13. The Clerk and the complainant are to be offered the opportunity of last word (in this order)
14. The Clerk and complainant are to be asked to leave the room. If clarification of any point is necessary, both parties must be invited back
15. The Clerk and complainant shall be asked to return to hear the decision of the meeting or to be advised when the Council will decision will be made

After the meeting:-

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

This Complaints Procedure was adopted at a Meeting of Much Birch Parish Council held on:

Date...7th July 2016.....

Signed by the Chair.....Alison Cook.....

In the presence of the Clerk and Proper Officer.....Alison Wright.....