



OLD MILVERTON & BLACKDOWN JOINT PARISH COUNCIL

COMPLAINTS PROCEDURE

[Document subtitle]

OM&B Parish Clerk
REVIEW DUE: ...

COMPLAINTS PROCEDURE: CODE OF PRACTICE

1. If a complaint about procedures or administration is notified orally to a councillor or the clerk and they cannot satisfy the complainant forthwith, the complainant shall be asked to put the complaint to the clerk in writing and be assured it will be dealt with promptly after receipt.
2. If a complainant prefers not to put the complaint to the clerk, he or she shall be advised to put it to the chairman.
3. (a) On receipt of a written complaint the clerk or chairman, as the case may be, shall (except where the complaint is about his or her own actions, try to settle the complaint directly with the complainant but shall not do so in respect of a complaint about the behaviour of the clerk or a councillor without first notifying the person complained of and giving an opportunity for comment on the manner in which it is intended to attempt to settle the complaint.

(b) Where the clerk or chairman receives a written complaint about his or her own actions he or she shall forthwith refer the complaint to the Parish Council.
4. The clerk or chairman shall report to the next meeting of the Parish Council any written complaint disposed of by direct action with the complainant.
5. The clerk or chairman shall bring any written complaint which has not been settled to the next meeting of the Parish Council and the clerk shall notify the claimant of the date on which the complaint will be considered, and the complainant shall be offered an opportunity to explain the complaint orally.
6. The Parish 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 Parish Council meeting in public.
7. 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.
8. The Parish Council shall defer dealing with any written complaint only if it is of opinion that issues of law or practice arise on which advice is necessary. The complaint shall be dealt with at the next meeting after the advice has been received.