

# LITTLE ABINGTON PARISH COUNCIL

## COMPLAINTS PROCEDURE

*Based on a model provided by CALC dated July 2003*

Ideally any comments or concerns about the way Little Abington Parish Council carries out its duties and transacts its business can be addressed informally without resorting to formal action. Questions should be directed to the Clerk or to the Chairman of the Parish Council.

If you feel your query has not been adequately addressed this procedure explains how to make a formal complaint and the process the Parish Council will follow to ensure it is properly managed.

### 1. Making a complaint

- 1.1 Any complaint about the Parish Council's procedures or administration should be made in writing and sent to the Clerk or 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.
- 1.2 The Clerk (or Chairman) shall acknowledge the receipt of the complaint.

### 2. Before the meeting to discuss the complaint

- 2.1 The Clerk shall advise the complainant when the matter will be considered by the Council. The Compliance Working Group is the primarily tasked with dealing with complaints and bringing recommendations back to the Parish Council.
- 2.2 The complainant shall be invited to attend the relevant meeting and bring with them such representative as they wish.
- 2.3 Seven clear working days before the meeting, the complainant shall provide the Council with copies of any documentation or other evidence that 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.

### 3. At the Meeting

- 3.1 The Council shall consider whether the circumstances of the meeting warrant the exclusion of the public and the press.
- 3.2 Chairman to introduce everyone and explain procedure
- 3.3 Complainant (or representative) to outline grounds for complaint.
- 3.4 Members to ask any question of the complainant.
- 3.5 If relevant, Clerk or other Proper Officer to explain the Council's position.
- 3.6 Members to ask any question of the Clerk or other Proper Officer.
- 3.7 Clerk or other Proper Officer and complainant given opportunity of last word (in this order).
- 3.8 Clerk or other Proper Officer 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).
- 3.9 Clerk or other Proper Officer and complainant return to hear decision, or to be advised when decision will be made.

### 4. After the Meeting

- 4.1 Decision confirmed in writing within 7 working days together with details of any action to be taken.
- 4.2 Decision announced at the next meeting of the Parish Council held in public.

Reviewed May2017

Next Review 2018

**Chairman**

**Date**

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