

# **EVERTON PARISH COUNCIL**

## **COMPLAINTS PROCEDURE**

### **Complaints Committee**

All complaints will be considered by the Complaints Committee. This will consist of the full Council.

### **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 to the Council.
2. If the complainant does not wish to put the complaint to the Clerk to the Council, he or she 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 that the matter will be considered by the Council at their next meeting, following seven days after the submission of any evidence by the complainant (as referred to in para. 5 below). If this will result in a delay of more than 6 weeks, the Council will call a separate meeting of the Complaints Committee to consider the complaint.
4. The complainant should be offered the opportunity of attending the relevant meeting, accompanied by a representative should they so desire.
5. Seven clear days (excluding Saturdays, Sundays and public holidays) prior to the meeting, the complainant shall provide the Council with copies of any documentation or other evidence which he or she wishes to refer to at the meeting.

### **At the Meeting**

6. The Council shall exclude the public and the press, unless the complainant specifically asks for them to be present.
7. If the complainant (and representative as appropriate) elect to attend the meeting, the Chairman will introduce everyone.
8. The Chairman will explain the procedure.
9. The complainant or his or her representative will outline the grounds for complaint.
10. Members may ask any question of the complainant.

11. If relevant, the Clerk to the Council or the Chairman will explain the Council's position.
12. Members may ask any question of the Clerk to the Council or the Chairman.
13. The Clerk to the Council, or if appropriate the Chairman (first) and complainant (second) will be offered the opportunity to sum up.
14. The complainant and his or her representative (if representative present) and, if the complaint concerns the Clerk to the Council, the Clerk, or concerns a specific Councillor, they will be asked to leave the room while Members decide whether or not the grounds of complaint have been made and agree any action they propose to take as a result of the complaint. If a point of clarification is necessary, all parties will be invited back.
15. The Clerk to the Council (if appropriate), the complainant and his or her representative (if representative present) will be invited back to hear the decision, or to be advised when the decision will be made.

#### **After the Meeting**

16. The decision will be included in the minutes of the meeting and confirmed to the complainant in writing within fourteen working days of the meeting together with details of any action to be taken.

#### **Adopted by the Council**

**December 2017**