

# CODE OF PRACTICE FOR PARSON DROVE PARISH COUNCIL IN HANDLING COMPLAINTS

## **BEFORE THE MEETING**

1. The complainant should be asked to put the complaint about the council's procedure 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 address it to the chairman of the council.
3. The clerk or chairman shall acknowledge the receipt of the complaint and advise the complainant when the matter will be considered by the council. The complainant should also be advised whether the complaint will be treated as confidential or whether, for example, notice of it will be given in the usual way.
4. The complainant shall be invited to attend the relevant meeting and bring with them such representative 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 relied on. The council shall provide the complainant with copies of any document upon which they wish to rely at the meeting and shall do so promptly, allowing the claimant the opportunity to read the material in good time for 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. Chairman to introduce everyone and explain the procedure.
8. Complainant (or representative) to outline the grounds for complaint and thereafter, questions may be asked by the clerk and then members.
9. The clerk will have an opportunity to explain the council's position and questions may be asked by the complainant and members.
10. The clerk and then the complainant should be offered the opportunity to

summarise their position.

11. The Clerk and the complainant to be asked to leave the room if the complaint is about the conduct of the Clerk while members decide whether or not the grounds for complaint have been made. If a point of clarification is necessary, both parties to be invited back.

12. The complainant and the Clerk (if the complaint is about the Clerk) are to be given the opportunity to wait for the decision but if the decision is unlikely to be finalised on that day they should be advised when the decision is likely to be made and when it is likely to be communicated to them.

### **AFTER THE MEETING**

13. Decision to be confirmed in writing within seven working days together with details of any action to be taken.

Adopted 11<sup>th</sup> February 2009