



COMPLAINTS PROCEDURE

1. This policy sets out the procedures for dealing with any complaints that anyone may have about Bramley Parish Council's administration and procedures. It applies to the employees of Bramley Parish Council. Councillors are covered by the 'Code of Conduct' adopted by the Council in May 2007 (see separate document). Complaints against policy decisions made by the Council should be referred back to Council (but note point 14 of standing orders which says that a decision can not be reversed within 6 months, except by a resolution carried by 2/3 majority of those present and voting).
2. If a complaint about procedures or administration as practised by the Council's employees is notified orally to a Councillor or the Clerk, they should be asked to put the complaint in writing to the Clerk and be assured that it will be dealt with promptly after receipt.
3. If the complainant prefers not to put the complaint to the Clerk, he or she should be advised to write to the Chairman, or another Councillor.
4. On receipt of a written complaint, the Clerk or Chairman shall try to settle the complaint directly with the complainant. This shall not be done without first notifying the person complained against and giving him or her an opportunity to comment. Where the Clerk receives a complaint about his/her actions he/she will refer the complaint to the Chairman. The Clerk shall be notified and given opportunity to comment.
5. The Clerk or Chairman shall report to the next meeting of the Council any written complaint disposed of by direct action with the complainant.
6. The Clerk to the Council, or Chairman, shall bring any complaint that has not been settled to the next meeting of the Council. The Clerk shall notify the complainant of the date on which the complaint shall be considered and the complainant shall be offered an opportunity to explain the complaint orally. Confidential matters may be dealt with under exempt business where members of the public/press are excluded, but decisions on any complaint shall be announced in public.
7. As soon as possible after the decision has been made, it and the nature of any action to be taken shall be communicated in writing to the complainant and the person against whom the complaint has been made.

8. A decision on a complaint shall only be deferred if legal or other advice is sought and not yet received. The complaint shall be dealt with at the next meeting after the advice has been received.

Complaints procedure: Version number 2.0
Prepared by: Kathy Victor (Clerk)
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