

TANWORTH -IN-ARDEN PARISH COUNCIL



COMPLAINTS PROCEDURES

These procedures define the code of practice for the Tanworth in Arden Parish Council to follow when complaints are received concerning the administration or the procedures of the Parish Council.

They do not define complaints about an employee of the Parish Council, as these should be dealt with as an employment matter.

Also, they do not define complaints about a Councillor, which are subject to the jurisdiction of the Standards Board.

These procedures are designed for those complaints that cannot be satisfied by less formal measures or by explanations provided to the complainant by the clerk or other proper officer or Chairman.

A Complaints Committee should be appointed, but if the clerk or other proper officer is putting forward the justification for the action or procedure complained of, he or she should not advise the Parish Council or Committee. The Committee will report its findings at the next Parish Council meeting. The Committee should also notify the Standards Committee of the principal authority that a local code for such complaints has been adopted.

CODE OF PRACTICE

Upon receiving a complaint:

1. The complainant should be requested by the Parish Council, to put the complaint about the council's procedures or administration in writing to the clerk or other nominated proper officer.
2. If the complainant does not wish to put the complaint to the clerk or other proper officer, they may be advised to put it to the Chairman of the Council.
3. The clerk shall acknowledge the receipt of the complaint and advise the complainant when the Complaints Committee will consider the matter.

4. The complainant shall be invited to attend a 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, which they wish to refer to at the meeting. The Parish Council shall similarly provide the complainant with copies of any documentation upon which they wish to refer to the meeting.

At the Meeting

6. The Parish Council shall consider whether the circumstances of the meeting warrant the exclusion of the public and the press. Any decision on a complaint should be announced at the Council meeting in public.
7. Chairman to introduce everyone.
8. Chairman to explain procedure.
9. Complainant (or representative) to outline grounds for complaint.
10. Members of the Complaints Committee to ask any question of the complainant.
11. If relevant, clerk or other proper officer to explain the Council's position.
12. Members of the Complaints Committee to ask any question of the clerk or other proper officer.
13. Clerk or other proper officer and complainant to be offered opportunity of last word (in this order).
14. Clerk or other proper officer and complainant to be asked to leave the room while Members of the Complaints Committee 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).
15. Clerk or other proper officer and complainant return to hear decision, or to be advised when decision will be made.

After the Meeting

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