

# Wick and Abson Parish Council

## COMPLAINTS POLICY

### **Before the Meeting**

1. The complainant should be asked to put the complaint about the council's procedures or administration in write to the Parish Clerk.
2. If the complainant does not wish to put the complaint to the Clerk, they may be advised to put it to the Chair of the Council.
3. The Clerk shall acknowledge the receipt of the complaint and advise the complainant when the matter will be considered by Council or by the committee established for the purpose of hearing complaints.

In the interest of transparency, this committee may also include:

(i) a Clerk (or other nominated Proper Officer) and/or a councillor from a neighbouring parish or town council: and

(ii) a relevant specialist (such as an auditor) where appropriate

4. The Complainant shall be invited to attend the relevant meeting and bring with them the representatives 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 the meeting. The Council shall similarly provide the complainant with copies of any documentation upon which they wish to rely at the meeting.

### **At the Meeting**

6. The Council shall consider whether the circumstances of the meeting warrant the exclusion of the public or press. Any decision on a complaint shall 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. Member's to ask any questions of complainant.

11. If relevant, Parish Clerk to explain the Council's position.

12. Member to ask question of the Parish Clerk.

13. Clerk and complainant to be offered opportunity of last word (in this order)

14. Clerk and complainant to leave the room whilst Members decided whether or not the grounds for complaint have been made. (If a point of clarification is necessary, both parties are invited back)

15. Clerk and complainant return to hear the decision, or to be advised when the decision will be made.

**After the Meeting**

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

Date adopted: 9<sup>th</sup> November 2018

Chairman's signature

Minute number