

## **BURWELL PARISH COUNCIL COMPLAINTS PROCEDURE**

1. This Policy sets out procedures for dealing with any complaints that anyone may have about the Parish Council's administration and procedures. It applies to the Parish Council's employees. Councillors are covered by the Code of Conduct adopted by the Council on 14<sup>th</sup> August 2012. Complaints against policy decisions made by the Council shall be referred back to Council within one month.
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 seek to satisfy the complaint fully. If that fails, the complainant 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 put it to the Chairman.
4. (a) On receipt of a written complaint the Chairman or the Clerk (*except where the complaint is about his or her own actions*), 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. Efforts should be made to attempt to settle the complaint at this stage.  
  
(b) Where the Clerk or the Chairman receives a written complaint about the Clerk's own actions, he or she shall refer the complaint to the Council. The Clerk shall be notified and given an 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 or Chairman shall bring any written complaint, which has not been settled to the next meeting of the Council/Working Group. The Clerk shall notify the complainant of the date on which the complaint will be considered.
7. The Council shall consider whether the circumstances attending any complaint warrant the matter being discussed in the absence of the press and public but any decision on a complaint shall be announced at the Council meeting in public.
8. As soon as may be after the decision has been made it and the nature of any action to be taken shall be communicated in writing to the complainant.
9. A Council shall defer dealing with any written complaint only if it is of the opinion that issues of law or practice arise on which advice is necessary. The complaint shall be dealt with at the appropriate meeting after the advice has been received.
10. The Council will not consider anonymous complaints.

October 2003

Reviewed September 2014, January 2019 and October 2020 (no changes required)