

Burwell Parish Council

Complaints Procedure governing any breach of the Code of Conduct which takes effect from 15th August 2012.

Reviewed by Burwell Parish Council September 2014 – no amendments required.

Reviewed by Burwell Parish Council January 2019 – with amendments

Reviewed By Burwell Parish Council October 2020 – with no amendments required

Note that complaints pertaining to Disclosable Pecuniary Interests shall be referred to the Police. The complainant shall be notified of this action and the Clerk shall also notify the Monitoring Officer of the complaint and the referral.

General complaints regarding potential breach of the Code of Conduct:

1. Any and all complaints regarding the conduct of a Councillor or Co-opted Member of a Committee or Sub-Committee, should be made in writing to the Parish Clerk (address & details).
2. Upon receipt of a written complaint the Clerk will advise the complainant that the Councillor(s) against whom the complaint(s) is made will be given 5 working days to offer a response and that response will be copied to the complainant within 24 hours of such receipt.
3. The complainant will be given 48 hours after this time, to consider the response and confirm to the Clerk whether the complainant is satisfied; or whether an additional letter of apology from the councillor(s) would resolve the matter; or whether further action is required.
4. If the complainant remains dissatisfied, then the Clerk shall inform the Parish Chairman (or Vice-Chair if the Chairman is the subject of complaint) of the complaint and the Chairman/ or Vice Chairman shall instruct the Clerk to convene a meeting comprising of three members of the Finance and General Purposes Working Group within 10 working days.
5. In the event of the matter still being unresolved a Complaints Committee will be appointed consisting of three Parish/Town Councillors from Cambridgeshire, one of whom should be appointed as Chairperson, who shall receive £50 (*and expenses to be agreed by Parish*) each for their time/expenses.

6. The Complaints Committee shall deliberate impartially and decide whether there is a case to answer. If “no case to answer” the complainant shall be so advised by the Clerk. If “a case to answer” then the Complaints Committee shall decide upon one or other of the following actions:
 - A letter of apology or
 - A letter of apology plus additional training

7. The outcome will be advised by the Clerk to both the complainant and to the Councillor(s) concerned who is/are deemed to have accepted it and expected to abide by the action(s), since this complaints procedure has been approved by the Parish Council. The complainant will still have the right to make a complaint to the District Council but should note that any action by the Parish Council will be considered by the District Council in its decision on whether to take any further action on the complaint.