

## **WILLASTON PARISH COUNCIL**

### **CODE OF PRACTICE FOR HANDLING COMPLAINTS**

1. The complainant should be asked to put the complaint about the council's procedures or administration in writing to the clerk.
2. If the complaint is about the clerk, or if the complainant does not wish to put the complaint to the clerk for some other reason, they may be advised to put it to the chairman of the council.
3. The clerk shall acknowledge receipt of the complaint within 14 days and advise the complainant when the matter will be considered by the council, or by a committee established for the purpose of hearing the complaint.
4. The complainant shall be invited to attend the relevant meeting and bring with them such representative as they wish.
5. At least 7 days prior to the meeting the complainant shall provide the council with copies of any documentation or other evidence which they may wish to refer to at the meeting.

#### **At the Meeting :-**

- The chairman will introduce everyone
- The chairman will then explain the procedure
- The complainant (or representative) will outline the grounds for complaint
- Members may ask any questions of the complainant
- If relevant, the clerk will explain the council's position
- Members may ask any questions of the clerk
- The clerk and complainant will be offered the opportunity of the last word (in that order)
- The clerk and the complainant will be asked to leave the room while members decide whether or not the grounds for the complaint have been made (if a point of clarification is necessary, both parties will be invited back into the room)
- The clerk and complainant return to hear the decision, or to be advised when a decision will be made

#### **After the Meeting :-**

The decision will be confirmed in writing within seven working days together with details of any action to be taken.