

# SHEARSBY PARISH COUNCIL



## COMPLAINTS PROCEDURE

Note:

If the complaint received by the Council is in respect of the Clerk, the complaint should be dealt with as an employment matter.

If the complaint received is in respect of a Councillor, the complainant should be advised to contact the Standards Board or the monitoring Officer at Harborough District Council, telephone 01858 828282, for further advice.

The following procedure is to be used on receipt of a complaint about the administration of the Council or about its procedures.

The Clerk or Chairman should report the receipt of any written complaint to the next meeting of the Council for consideration.

### **Before the meeting to consider the complaint**

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 complainant does not wish to put the complaint to the clerk, they may be advised to put it to the Chairman of the Council.
3. The Clerk shall acknowledge receipt of the complaint and advise the complainant when the matter will be considered by the Council.
4. The complainant shall be advised to attend the relevant meeting and bring with them such 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 at 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 and press. Any decision on a complaint shall be announced at the Council meeting in public.
7. The Chairman shall introduce everyone.
8. The Chairman shall explain the procedure.
9. The Complainant (or representative) is to outline the grounds for the complaint.
10. The members may ask any questions of the complainant.
11. If relevant, the Clerk is to explain the Council's position.
12. The members may ask any questions of the Clerk.
13. The Clerk and the complainant are to be offered the opportunity of last word (in this order).
14. The Clerk and complainant are to be asked to leave the room. If clarification of any point is necessary, both parties must be invited back.
15. The Clerk and complainant shall be asked to return to hear the decision of the meeting or to be advised when the Council will decision will be made.

### **After the meeting**

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

Adopted at a meeting of Shearsby Parish Council held on: \_\_\_\_\_

\_\_\_\_\_  
Chairman

\_\_\_\_\_  
Clerk & Proper Officer