

Selston Parish Council Complaints Procedure Policy

It will not be appropriate to deal with all complaints from members of the public under a complaints procedure and the Council has agreed to engage other procedures/bodies in respect of the following types of complaint.

Type of Conduct	Refer to
Financial irregularity	Local elector's statutory right to object Council's audit of accounts pursuant to S16 Audit Commission Act 1988. On other matters, councils may need to consult their auditor/Audit commission
Criminal activity	The Police
Member conduct	A complaint relating to a member's failure to comply with the Code of Conduct must be submitted to the standards committee of the relevant principal authority.
Employee Conduct	Internal disciplinary procedures

This documented procedure is to be used following a complaint regarding the administration of the Council or about its procedures.

Prior to the meeting to consider the complaint

1. The complainant should be asked to put in the complaint about the council's procedures or administration in writing to the Clerks
2. If the complainant does not wish to put the complaint to the Clerks, they may be advised to put it to the Chairman of the Council.
3. The clerks shall acknowledge the receipt of the complaint and advise the complainant when the matter will be considered by the Complaints Committee.
4. The complainant shall be invited to attend the relevant meeting and bring with them such representative 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.

6. The Committee 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 is to explain the procedure
9. Complainant (or representative) is to outline the grounds for 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 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
15. The Clerk and complainant shall be asked to return to hear the decision of the meeting or to be advised when the Committee 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.

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