

GUILSBOROUGH PARISH COUNCIL

PROCEDURES FOR DEALING WITH COMPLAINTS

1. If a complaint about procedures or administration is received orally by a Councillor or the Clerk and they cannot satisfy the complainant fully immediately the complainant shall be asked to put the complaint in writing to the Clerk and be assured that it will be dealt with as promptly as possible after receipt.
2. If a complainant prefers not to put the complaint to the Clerk he or she shall be advised to put it to the Chairman.
3. (a) On receipt of a written complaint the Clerk or Chairman, as the case may be, shall (except where the complaint is about his or her own actions) try to settle the complaint directly with the complainant but shall not do so in respect of a complaint about the behaviour of the clerk or a councillor without first notifying the person complained of giving him/her an opportunity to comment on the manner in which it is intended to attempt to settle the complaint.

(b) Where the Clerk or Chairman receives a written complaint about his or her own actions he or she shall forthwith refer the complaint to the council.
4. The Clerk or Chairman shall report to the next meeting of the Council any written complaint disposed of by direct action with the complainant.
5. The Clerk or Chairman shall bring any written complaint which has not been settled to the next meeting of the Council and the Clerk shall notify the complainant of the date on which the complaint will be considered, and the complainant shall be offered an opportunity to explain the complaint orally.
6. 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.
7. As soon as possible after a decision has been made, the nature of any action shall be communicated in writing to the complainant.
8. The 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 from the Northampton Association of Local Councils. The Complaint shall be dealt with at the next meeting after the advice has been received. Where necessary and, if possible, the Clerk or Chairman shall ensure that advice is taken before the complaint is due to be discussed.

9. In the event of the complainant being dissatisfied with the Parish Council's response, the Parish Council will propose that the matter be submitted to an independent third party acceptable to both sides. The expectation would be that the resulting decision by the third party would be acceptable.

Reviewed and Adopted on 13 July 2020

Signed..... *Alan Hill* Chairman

Signed..... *Rose Melville* Clerk