

# Randwick Parish Council

## Complaints Policy

June 2011

Randwick Parish Council has adopted a standard procedure for dealing with complaints made about the administration of the council or its procedures.

Initially every effort will be made by the Clerk or Chairman to resolve complaints to the satisfaction of the complainant before resorting to the formal complaints procedure.

The Code of Practice below will be employed to ensure that any complaint is properly and fully considered.

It should be noted that the procedure is not appropriate for a complaint made against an individual.

Complaints about a member of the Council's staff will be dealt with as an employment matter. The matter will be dealt with internally and appropriate action taken as required.

**If you have a complaint against an employee**, you should write to the Chair

Mr David Preece, Tynning House, Westrip, GL6 6EY

Complaints regarding Councillors are now subject to the jurisdiction of the Standards Board for England.

**If you have a complaint against a councillor**, you should write to: -

The Chair of The Standards Committee  
c/o Colin Spencer  
Head of Legal Services & Monitoring Officer  
Stroud District Council, Ebley Mill, Stroud, GL5 4UB

**If you have any other complaint** write to the Clerk to the Council:

Barry Parsons, Rising Sun Cottage, Randwick, GL6 6HT

## **Code of Practice For Handling Complaints**

In order for your complaint about the Parish Council to be dealt with, the following Code of Practice has been adopted so that you can be assured that your grievance will be properly and fully considered. We hope that by following this transparent process, we shall maintain the good reputation of the Council. This procedure will be followed where complaints cannot be resolved less formally by the Clerk to the Council or the Chairman.

The Clerk to the Council is the Proper Officer of the Council and will represent and advise the Council at any meeting where the complaint will be aired, unless the Clerk is putting forward the justification for action or procedure of the complaint.

### **CODE OF PRACTICE**

1. All complaints about the Council's procedures or administration should be given in writing to the Clerk to the Council.
2. If the complainant does not wish to write to the Clerk the complaint should be addressed to the Chairman.
3. Receipt of the complaint shall be acknowledged by the Clerk and the complainant will be advised when the matter will be considered by the Council as soon as is practicable.
4. A meeting will be arranged for the complaint to be heard and the complainant will be invited to attend.  
The complainant is entitled to bring a representative if he or she wishes.
5. At least 7 clear working days before the meeting the complainant shall provide the Council with supporting documentation or evidence to substantiate the complaint against the Council. The complainant will also be provided with relevant documentation which the Council will rely upon when the complaint is heard at the meeting.
6. Under the Public Bodies (Admission to Meetings) Act 1960 the Council will decide whether the complaint warrants the exclusion of the public and press. The decision of the Council will, however be made public at the

conclusion of the meeting.

### **Procedure at the Meeting**

1 Chairman's introduction of those present at the meeting and explanation of the procedure to be followed.

2 Complainant (or representative of the complainant) will outline the nature of the complaint and the reason.

3 Members of the Parish Council will question the complainant

4 The Clerk to the Council will explain the position of the Council, if relevant.

5 Members of the Parish Council will question the Clerk.

6 The Clerk and then the complainant should be offered the opportunity to summarise their positions.

7 The Clerk to the Council and the complainant shall leave the meeting room while members decide whether the grounds for the complaint have been justified. Where clarification may be necessary both parties shall be invited to return to the meeting.

8. The Clerk to the Council and the complainant shall be present to hear the decision of the Council. If no decision can be reached both parties shall be advised when a decision will be made.

### **After the Meeting**

1. The Complainant will be notified of the decision in writing within 7 working days and will also be notified of any action that to be taken.