

COLLINGHAM *Parish Council*

COMPLAINTS PROCEDURE

ADOPTED 9 May 2019

Next Review: May 2020

1 What is a complaint?

- 1.1. A complaint is defined as “an expression of dissatisfaction by one or more members of the public about the council’s action or lack of action or about the standard of service, whether the action was taken or the service provided by the council itself or a person or body acting on behalf of the council”
- 1.2. This procedure does not cover financial irregularity, criminal activity or member conduct as these are covered by other procedures or bodies. For any complaints about a members conduct, these should be referred to the Newark and Sherwood District Council Monitoring Officer. Details of the District Council procedure can be found on their website <http://www.newark-sherwooddc.gov.uk/councillors/conductofcouncillors/>
- 1.3. If no previous correspondence has been received on a potential complaint, communication will be entered into, to try and amicably resolve the matter before proceeding with the formal process detailed below

2 Notification to the Council of a Complaint

- 2.1 The complainant will be asked to put the complaint about the Council’s procedures or administration in writing to the Clerk.
- 2.2 If the complainant does not wish to put the complaint to the Clerk, he/she should be advised to address it to the Chairman of the Council.
- 2.3 The Clerk shall acknowledge receipt of the complaint and advise the complainant when the matter will be considered by the council. The complainant should also be advised whether the complaint will be treated as confidential or if it will be an agenda item for a Parish Council meeting.

3 Before the meeting

- 3.1 The complainant shall be invited to attend a meeting and to bring with them a representative if they wish.
- 3.2 Seven clear working days prior to the meeting, the complainant shall provide the council with copies of any documentation or evidence relied on. The council shall provide the complainant with copies of any documentation upon which they wish to rely at the meeting and shall do so promptly, allowing the complainant the opportunity to read the material in good time for the meeting.

4 At the meeting

- 4.1 The council shall consider whether the circumstance of the meeting warrant the exclusion of the public and the press. Any decision on a complaint shall be announced at the council meeting in public
- 4.2 The Chairman should introduce everyone and explain the procedure
- 4.3 The complainant (or representative) should outline the grounds for complaint and thereafter, questions may be asked by (i) the Clerk or other nominated representative and (ii) members.
- 4.4 The Clerk will have an opportunity to explain the Council's position and questions may be asked by (i) the complainant and (ii) members.
- 4.5 The Clerk and then the complainant should be offered the opportunity to summarise their position.
- 4.6 The Clerk and the complainant should 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 shall be invited back.
- 4.7 The Clerk and the complainant should be advised when the decision about the complaint is likely to be made and when it is likely to be communicated to them.

5 After the meeting

- 5.1 The Clerk should write to the complainant within 7 working days to confirm the decision together with details of any action to be taken

Address for complaints:

Parish Clerk
71 High Street
Collingham
NG23 7LB