



COMPLAINTS PROCEDURE

Before the Meeting

1. This Complaints Procedure may be provided by email, in hard copy, or orally upon request.
2. The complainant should be asked to submit their complaint regarding the council's procedures or administration in writing to the Clerk or other nominated officer. Where this is not possible, alternative methods of communication will be accepted.
3. If the complainant does not wish to raise the matter with the Clerk or nominated officer, they should be advised to address the complaint to the Chairman of the Council.
4. The Clerk or nominated officer shall acknowledge receipt of the complaint within 21 days and advise the complainant when the matter will be considered by the Council or by a committee established to hear complaints. This will normally take place within two months of receipt of the complaint. The complainant shall also be informed whether the complaint will be treated as confidential or whether notice of the complaint will be given in the usual manner.
5. The complainant shall be invited to attend the meeting and may be accompanied by a representative if they so wish.
6. At least seven clear working days before the meeting, the complainant shall provide the Council with copies of any documentation or evidence upon which they intend to rely. The Council shall promptly provide the complainant with copies of any documentation on which it intends to rely, allowing sufficient time for the complainant to consider the material before the meeting.

At the Meeting

7. The Council shall consider whether the circumstances warrant the exclusion of the public and press. Any decision reached on the complaint shall be announced at the Council meeting in public.
8. The Chairman shall introduce those present and explain the procedure to be followed.
9. The complainant (or their representative) shall outline the grounds for the complaint, after which questions may be asked by:
 - the Clerk or nominated officer; and
 - members of the Council or committee.
10. The Clerk or nominated officer shall then explain the Council's position, after which questions may be asked by:
 - the complainant; and
 - members of the Council or committee.
11. The Clerk or nominated officer, followed by the complainant, shall be given the opportunity to summarise their respective positions.
12. The Clerk or nominated officer and the complainant shall then withdraw while members consider whether the grounds for the complaint have been established. Should clarification be required, both parties shall be invited to return.
13. The Clerk or nominated officer and the complainant may remain available to receive the decision if it is reached on the same day. Where this is not possible, they shall be advised when the decision is likely to be made and communicated.

After the Meeting

14. The Council's decision shall be confirmed in writing within seven working days, together with details of any action to be taken