

## Thurcaston & Cropston Parish Council

### COMPLAINTS PROCEDURE

MAY 2017

#### INTRODUCTION

Thurcaston & Cropston Parish Council is committed to providing a quality service to residents of the Parish and to anyone who deals with the Parish Council.

The Parish Council is determined to conduct its business in a fair and equitable manner and in the event that complaints arise, the Council will attempt to resolve them expeditiously and efficiently by correspondence or discussion. Should this prove to be unsuccessful in resolving a matter to everyone's satisfaction, a formal complain may be made.

#### WHO TO COMPLAIN TO

##### Type of Complaint

##### Complain to

Financial Irregularity

The Council's External Auditor

Criminal Activity

The Police

Member Conduct

Standards Committee at Charnwood Borough Council

Lack of action by the Council  
or poor standard of service

The Parish Clerk

Employee Conduct

The Parish Clerk or, if about the Clerk, the Parish Chairman

#### DEALING WITH COMPLAINTS TO THE PARISH COUNCIL

1. Anyone who is not satisfied with an initial response and wishes to escalate the matter to a formal complaint should do so by letter or e-mail clearly setting out the grounds of the complaint. This should be sent to the Parish Clerk or, if about the Parish Clerk to the Parish Council Chairman.

2. The Parish Clerk (or Chairman) will acknowledge receipt of the complaint and advise the complainant when the matter will be considered by the Council. The complainant will be advised whether there are grounds for the complaint to be treated as confidential or whether it will appear on a public agenda.

3. The complainant will be invited to attend and address the meeting. They may be accompanied by a representative if they wish. Alternatively, it will be open to the complainant to make written representations should they prefer.

4. Seven clear working days prior to the meeting, the complainant will provide the Council with copies of any documentation or other evidence they wish to present in support of their case. The Council shall in turn provide the complainant with copies of any counter-documentation or other evidence they wish to present in response and will do so promptly, allowing the complainant sufficient opportunity to read the material in good time for the meeting.

#### At the Meeting

5. The Council will consider whether the subject and grounds of the complaint warrant the exclusion of the press and public.
6. If present, the complainant or representative will be invited to outline the grounds for complaint and then answer any questions which may be posed by Councillors or the Parish Clerk.
7. The Parish Clerk (or Chairman) will then respond on behalf of the Council and will answer any questions which may be posed by the complainant, a representative or Councillors.
8. The Parish Clerk (or Chairman) and then the complainant will be given the opportunity to conclude with a summary of their position.
9. The Parish Clerk (or Chairman) and the complainant (and representative if present) will then be asked to leave the room while members decide whether the complaint is a valid one and, if so, what action should be taken to remedy it. If a point of clarification is necessary, both parties will be invited back.
10. Both the Parish Clerk (or Chairman) and the complainant (and representative if present) will then be asked to return to the room to hear the decision on the complaint which will be announced in public.
11. Should the decision be deferred to a subsequent meeting, both the Parish Clerk (or Chairman) and the complainant (and representative if present) will be invited to attend to hear the decision on the complaint which will be announced in public.

#### **After the Meeting**

12. The decision will be confirmed to the complainant in writing within seven working days together with details of any action to be taken.