

## SHAWBURY PARISH COUNCIL

### COMPLAINTS POLICY

The Council accepts that in the discharge of its operation, there will be times when complaints are made to the Clerk or individual Members. These complaints can be varied both in the nature and seriousness of the complaint. Because Members of the public are not fully aware of the Council's responsibilities there will be times when the complaint relates to another provider.

On receipt of a complaint the following procedure has been adopted by the Council:

1. Complaints may only be dealt with by the Clerk and/or the Chairman.
2. Complaints made to an individual Member will be passed immediately to the Clerk or Chairman.
3. If the complaint has been or is made by phone or face to face, an attempt will be made to get the matter resolved in a satisfactory way.
4. On receipt of a written complaint, the Clerk will try to get satisfactory solution but not before the individual or company subject to the complaint has been given an opportunity to explain the actions or circumstances leading to the complaint.
5. Where the complaint is related to a service provided by another organisation, the Clerk will advise the complainant of the situation and either pass on the complaint or suggest that the complainant contacts that organisation direct.
6. Any written complaint that cannot be resolved will be placed on the Agenda for the next Council meeting. The complainant will be given full details of the meeting and advised that they can attend.
7. Any written complaint that has been resolved will be reported to Members at the next available meeting.
8. Where a complaint is made about the Clerk or the Chairman, the complaint will be brought to the attention of the full Council at the next available meeting and the complainant will be made aware of the action being taken and advised of their rights.
9. If there is a serious complaint about the actions of a Councillor, the Standards procedure will be invoked and the complainant advised of the situation and of the need to inform the County Standards Board.
10. If a complaint about a Councillor is made to the County Standards Board, it will be referred to the Monitoring Officer who in turn will appoint an Investigating Officer. This Officer will inform the complained of Member, the complainant and the Parish Council. The nominated person for receiving details of the complaint will be the Parish Clerk.
11. The Clerk will advise the Chairman of the situation and a decision will be made in conjunction with the Investigating Officer, as to whether or not there is a need to call a Special Council meeting to deal solely with the complaint.
12. The public and press will be excluded from any part of the meeting dealing with this type of complaint.

*Reviewed September 2016.*