

# ***BINEGAR PARISH COUNCIL***

## **COMPLAINTS PROCEDURE**

This is the Council's procedure for dealing with complaints about its administration or procedures. A complaint about a policy decision made by the Council will be referred back to the Council, or relevant Committee, for consideration.

This procedure does not cover complaints about the conduct of a Member of the Parish Council. Mendip District Council deals with such complaints.

### **Before the Meeting**

We will ask the complainant to put his or her Complaint about the council's procedures or administration in writing to the Parish Clerk. If a complaint is made orally to a Councillor or to the Clerk, a written record will be kept that notes the name and contact details of the complainant and the nature of the complaint. If a complainant does not wish to put the complaint to the Clerk, he or she may address it to the Chair.

The Clerk will acknowledge receipt of the complaint and advise the complainant when the Council is to consider the matter. The complainant will be told whether the matter will be treated as confidential or whether notice of it will be given in the usual way.

The Council will invite the complainant to the meeting with, if he or she wishes, a representative.

Seven clear working days prior to the meeting, the complainant must provide the Council with copies of any documentation or other evidence relied on. The Council will provide the complainant with copies of any documentation upon which it wishes to rely at the meeting, allowing the claimant the opportunity to read the material in good time for the meeting.

### **At the Meeting**

The Council will consider whether the circumstances 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.

The Chair will introduce everyone and explain the procedure.

The complainant (or representative) will outline the grounds for complaint. The Clerk first and then members may then ask any questions.

The Clerk will have an opportunity to explain the council's position. The complainant first and then members may ask any questions.

The Clerk first and then the complainant will be offered the opportunity to summarise their positions.

The Chair will ask the clerk and the complainant to leave the room while members decide whether or not the grounds for the complaint have been made. For a point of clarification, both parties will be invited back.

The Clerk and the complainant may wait for the decision unless it is unlikely to be taken that day. They will be told when it is likely for the decision to be made and for them to be told.

### **After the Meeting**

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

