

BUCKHURST HILL PARISH COUNCIL



COMPLAINTS PROCEDURE NOVEMBER 2020

Please note: Complaints about staff are treated as a personnel matter, complaints about a Member(s) should be addressed to the local Standards Committee.

If a complaint regarding the Councils procedures and/or administration cannot be satisfied in an informal manner by the Clerk or the Chairman, the following Code of Practice will be applied:

In the first instance

1. The complainant should be asked to put the complaint about the Council's procedures and/or administration in writing to the Clerk or other nominated proper officer.
2. If the complainant does not wish to put the complaint to the Clerk or other proper office, they may be advised to write to the Chairman of the Council.
3. The Clerk shall acknowledge receipt of the complaint and advise the complainant when the matter will be considered by the Council.
4. The complainant shall be invited to attend the relevant meeting and bring with them such representative as they wish.

Prior to the meeting

5. Seven clear working days prior to the meeting, the complainant shall provide the Council with copies of any documentation or other evidence, which they wish to refer to at the meeting. The Council shall similarly provide the complainant with copies of any documentation upon which they wish to rely at the meeting.

At the Meeting

6. The Council shall consider whether the circumstances of the meeting warrant the exclusion of the public and the press. Any decision regarding a complaint shall be announced, in public at the Council meeting.
7. The Chairman to introduce everyone.
8. The Chairman to explain procedure.
9. Complainant (or representative) to outline grounds for complaint.
10. Members to ask any questions of the complainant.
11. If relevant, Clerk or other proper officer to explain the Council's position.
12. Members to ask any question of the Clerk or other proper officer.
13. The Clerk or other proper officer and complainant to be offered opportunity of final word (in this order).

14. The Clerk or other proper officer and complainant to be asked to leave room while Members decide whether or not the grounds for the complaint have been made. (If a point of clarification is necessary, both parties to be invited back).
15. The Clerk or other proper officer and complainant return to hear decision, or to be advised when decision will be made.

After the Meeting

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

Appeals Process

17. The decision of the Council is final and no appeals will be heard.