

# ELFORD PARISH COUNCIL

## COMMENTS, COMPLIMENTS AND COMPLAINTS PROCEDURE

Elford Parish Council invites you to Comment, Compliment and Complain:-

### Your Comments

If you have any comments or suggestions you can contact us in a number of ways:-

- Speak to any of the Parish Councillors
- The Parish Clerk

A response will normally be provided within five working days.

### Your Compliments

Please contact us in any of the above ways. What you can expect from us:-

- The Council will record your Compliment and pass it on to the relevant person.

### Your Complaints

From time to time members of the public may have complaints about the administration or procedures of the Parish Council. The Parish council is not subject to the jurisdiction of the Local Government Ombudsman. However, for transparency in local government and for the benefit of good local administration, the Council has adopted a formal procedure for considering complaints.

The procedure set out is designed to ensure that the complainant can feel satisfied that, at the very least, their complaint has been properly and fully considered.

This Procedure does not apply to complaints about the behaviour of a Councillor, which are subject to the jurisdiction of the Standards Board for England where there is perceived to be a breach of the Parish Council's adopted Code of Conduct. Complaints on these matters will be advised to contact the District Monitoring Officer or Standards Board Direct.

## COMPLAINTS PROCEDURE

- 1 If a complaint about the Council's procedures or administration is noted to a Councillor or the Parish Clerk, the Parish Clerk shall in the first instance speak to or write to the complainant to endeavour to resolve the complaint by informal means.
- 2 If it is not possible to satisfy the complainant by such means, the complainant shall be given a copy of the Council's Complaints Procedure, and informed that if they wish to pursue the complaint further they should write to the Parish Clerk setting out the details of their complaint, together with any documentation or other evidence they wish to refer to, and requesting that the complaint be referred to a Complaint's committee – which will consist of three Councillors, none of whom are referred to in the complaint.
- 3 On receipt of such, the Parish Clerk, shall summon a meeting of the Complaints Committee, and shall notify the Complainant of the place, time and date (not more

than one calendar month from the date of receipt of the Complainant's request) at which the Complaints Committee will meet to consider the complaint.

- 4 Not less than seven days before the meeting of the Complaints Committee the Parish Clerk shall provide the Complainant with copies of any document upon which they wish to rely at the meeting.
- 5 Not less than three clear days before the meeting the Complaints Committee shall be provided with copies of the document provided by the Complainant and by the Council in 3 and 4 above.
- 6 At the meeting the Chair of the Complaints Committee shall:-
  - a Introduce everyone.
  - b Explain the procedure.
  - c The Complainant (or representative) shall outline the grounds of the complaint.
  - d Members of the Committee may ask question of the Complainant.
  - e If relevant the Clerk, shall explain the Council's position.
  - f Member of the Committee may ask question of the Clerk.
  - g The Clerk shall be offered the opportunity to sum up.
  - h The Complainant (or representative) shall be offered the opportunity to sum up.
  - i The Complainant (or representative) and the Clerk, shall leave the room while Members decide whether or not the grounds for the complaint have been made (and if a point of clarification is needed both parties to be invited back).
  - j The Complainant (or representative) and the Clerk shall return to hear the decision, or to be advised when the decision will be made.
  - k After the meeting the decision will be confirmed in writing within seven working days together with details of any action to be taken.

The timescales mentioned can be extended but only with the agreement of both parties.