

TROSTON PARISH COUNCIL

**CODE OF PRACTICE  
FOR HANDLING  
COMPLAINTS**

Reviewed 7/9/2015 and to be reviewed every 4 years in line with elections

# COMPLAINTS PROCEDURE FOR TROSTON PARISH COUNCIL

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Adopted for dealing with complaints about the Council's administration or its procedures. Complaints about a policy decision made by the Council will be referred back to the Council. Does not cover complaints about the conduct of a Member.

## MODEL COMPLAINTS PROCEDURE

- Complaints given orally must be noted in writing and include the name and contact details of the complainant and the nature of the complaint;
- Complainant will be asked to put the complaint in writing.
- The complaint will be acknowledged within 10 days of receipt.
- If the complainant prefers not to put the complaint to the Clerk they should be advised to write to the Chair.
- On receipt of a written complaint, the Clerk or Chair will seek to settle the complaint directly with the complainant. This will not be done without first notifying any person complained about and giving them an opportunity to comment – Efforts should be made to resolve the complaint at this stage.
- Where a complaint is received about the Clerk's actions, the complaint shall be referred to the Chair. The Clerk will be formally advised of the matter and given an opportunity to comment.
- The Clerk/Chair will report any complaint disposed of by direct action to the next meeting of the Council.
- The Clerk/Chair will report any complaint that has not been resolved to the next meeting of the Council. The Clerk will notify the complainant of the date on which the complaint will be considered and the complainant will be offered an opportunity to explain the complaint to the Council orally.
- Matters relating to Grievance or Disciplinary proceedings that are taking or are likely to take place, should be dealt with in accordance with the Council's grievance and disciplinary procedures. See Dignity at Work/Bullying & Harassment Policy.
- The Council may consider whether the circumstances of any complaint warrant the matter being discussed in the absence of the press and public but any decision on the complaint will be announced at the Council meeting in public.
- The Council may consider in the circumstances of any complaint whether to make any without liability payment or provide other reasonable benefit to any person who has suffered loss as a result of the Council's maladministration. Any payment may only be authorised by the Council after obtaining legal advice and advice from the Council's auditor on the propriety of such a payment.
- As soon as possible after the decision has been made (not later than 10 days after the meeting) the complainant will be notified in writing of the decision and any action taken.

The Council may defer dealing with any complaint if it is of the opinion that issues arise on which further advice is necessary. The advice will be considered and the complaint dealt with at the next meeting after the advice has been received.

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