

Duffield Parish Council

Complaints Procedure

At their meeting held on 2 December 2003 the Finance and General Purposes Committee approved the following procedure for the handling of complaints regarding the Parish Council's procedures or administration:

Before the Complaints Meeting

1. The Complainant should be asked to put the complaint about the Council's procedures 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 officer, they may be advised to put it to the Chairman of the Council.
3. The Clerk shall acknowledge the receipt of the complaint and advise the Complainant when the matter will be considered by the Council, or by the Committee established for the purpose of hearing complaints.
4. The Complainant shall be invited to attend the relevant meeting and bring with them such representatives as they wish.
5. Seven clear 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 Complaints Meeting

6. The Council shall consider whether the circumstances of the meeting warrant the exclusion of the public and press. Any decision on a complaint shall be announced at a Council Meeting in public.
7. Chairman to introduce everyone.
8. Chairman to explain the procedure.
9. Complainant (or representative) to outline the grounds for complaint.
10. Members to ask any question of the Complainant.
11. If relevant, the Clerk or 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 the opportunity of the last word (in this order).
14. The Clerk or other proper officer and the Complainant to be asked to leave the room while members decide whether or not grounds for complaint have been made. (If a point of clarification is necessary, both parties are to be invited back).
15. The Clerk or other proper officer and Complainant shall return to hear the decision, or to be advised when a decision will be made.

After the Complaints Meeting

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

D R Bostock
Parish Clerk And R F O
9 July 2004