

# **EMBSAY WITH EASTBY PARISH COUNCIL**

## **COMPLAINTS PROCEDURE**

The Parish Council has a set procedure for dealing with any complaints that any local parishioner may have about its administration and procedures. It applies to the Council's employees. Councillors are covered by a separate Code of Conduct .

Complaints made against policy decisions of the Council are referred back to Council with special regard to the Council's Standing Orders which says that issues shall not be reopened for six months.

If a complaint about procedures or administration as practiced by a Council employee is notified orally to a Councillor or to the Parish Clerk, they should seek to satisfy the complaint fully. If that fails, the complainant is asked to put the complaint in writing to the Parish Clerk with the assurances that it will be dealt with promptly after receipt.

If the complainant prefers not to put the complaint to the Parish Clerk, he or she is advised to put it to the Chairman of the Council.

On receipt of a written complaint the Chairman of the Council or the Parish Clerk (except where the complaint is about his or her own actions) tries to settle the complaint directly with the complainant. This is normally not done without first notifying the person complained against and giving him or her an opportunity to comment. Efforts are then made to settle the complaint at this stage.

Where the Parish Clerk or the Chairman of the Council receives a written complaint about the Parish Clerk's own actions, he or she refers the complaint to the Chairman of the Council. The Parish Clerk is notified and is given an opportunity to comment.

The Parish Clerk or Chairman of the Council then reports to the next meeting of the Council any written complaint disposed of or by direct action with the complainant.

The Parish Clerk or Chairman of the Council brings any written complaint that has not been settled to the next meeting of the Council.

The Council then considers whether the circumstances attending any complaint warrant the matter being discussed in the absence of the press and public but any decision on a complaint shall be announced at the Council meeting in public. The Parish Clerk notifies the complainant of the date on which the complaint is to be considered and the complainant is offered an opportunity to explain the complaint orally.

As soon as may be after the decision has been made it and the nature of the action to be taken shall be communicated to the complainant in writing to the complainant.