

ST BRIAVELS PARISH COUNCIL COMPLAINTS PROCEDURE

Adopted **June 2016**

Reviewed **May 2025**

Next review **May 2026**

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This Complaints procedure outlines how complaints against the Council, its staff or members will be dealt. NOTE: All complaints about member's conduct alleging breach of the Code of Conduct must be directed to the District Council.

1 Complaints Committee

- 1.1 The complaints committee will comprise the Chairman or Vice Chairman of the Council and at least two other councillors. All members to be entitled to attend with minimum of three required to consider the complaint.

2 Before the Meeting

- 2.1 Complainant requested to submit their complaint in writing to the Clerk, or, if they prefer, to the Chairman.
- 2.2 Clerk to acknowledge receipt of the complaint and advise the date when the matter will be considered by the Council.
- 2.3 Clerk to invite complainant to a meeting, bringing with them a representative if they wish.
- 2.4 Not less than 10 clear working days prior to the meeting, the Council and complainant to exchange copies of documentation to be used as evidence / defence at the meeting.

3 At the Meeting

- 3.1 The meeting shall not be open to the public.
- 3.2 Chairman to explain procedure.
- 3.3 Complainant to outline grounds for complaint.
- 3.4 Complainant questioned by the Council.
- 3.5 Chairman to state the Council's position.
- 3.6 Council questioned by the complainant.
- 3.7 Any further points to be raised by both sides.
- 3.8 If decision to be made at meeting:
 - a. Complainant asked to leave the meeting while Council discusses the matter.
 - b. Complainant asked to return to be advised of Council's decision, or to be advised when decision will be made.
- 3.9 If decision not to be made, complainant to be advised when decision will be made.

4 After the Meeting

- 4.1 Decision advised / confirmed to complainant in writing within 10 working days of the meeting, together with details of any action to be taken.
- 4.2 Complaint and decision reported to Council at next meeting.