

PLEASLEY PARISH COUNCIL

COMPLAINTS PROCEEDURE-CODE OF PRACTICE

Code of Practice

Before the Meeting

1. The complainant should be asked to put the complaint about the Council's procedure or administration in writing to the Clerk.
2. If the complainant does not wish to put the complaint to the Clerk, they may be advised to put it to the Chair of the Council.
3. The Clerk shall acknowledge the receipt of the complaint and advise the complainant when the Council will consider the matter.
4. The complainant shall be invited to attend the relevant meeting and bring with them such representation as they wish.
5. Seven clear working 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 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. The Chair shall introduce everyone.
8. The Chair shall explain the procedure.
9. The complainant (or representative) to outline the grounds for complaint.
10. Members may ask any questions of the complainant.
11. If relevant the Clerk to put forward the Council's position.
12. Members to ask any questions of the Clerk.
13. The Clerk and the complainant to be offered the opportunity of last word (in this order).
14. The Clerk and complainant to be asked to leave the room while Members decide whether or not the grounds of the complaint are justified. (If further clarification is necessary both parties be invited back).
15. The Clerk and the complainant return to be advised of the decision or when it will be made.

After the meeting

16. Decision confirmed in writing within seven working days together with details of any action to be taken