

# SILEBY PARISH COUNCIL

## Complaints Procedure for a Parish Council – Code of Practice

Sileby Parish Council, as a corporate body, aims to ensure that you, the customer, receive the best possible service, at all times. This Complaints Procedure covers complaints about our actions, ie how the council's functions have been administered or the procedures it has followed, and should make it easier for you to tell us if we have made mistakes and, in turn, help us put them right.

### Before the Meeting:-

1. The complainant should be asked to put the complaint about the Council's procedure or administration in writing to the Parish Clerk.
2. If the complainant does not wish to put the complaint to the Clerk, 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 Council will consider the matter
4. The complainant shall be invited to attend the relevant meeting and bring with them such representative 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 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 the press. Any decision on a complaint shall be announced at the council meeting in public.
7. Chairman to introduce all present.
8. Chairman to explain procedure.
9. Complainant or representative to outline grounds for complaint.
10. Members to ask any questions of the complainant.
11. If relevant, the Clerk to explain the Council's position.
12. Members to ask any questions of the Clerk.
13. The Clerk and complainant to be offered opportunity of the last word (in this order).
14. The Clerk (if appropriate) and the complainant are asked to leave the room while Members decide whether or not the grounds of the complaint have been made. (If clarification is necessary both parties are invited back).
15. The Clerk and the complainant return to hear decision, or to be advised when decision will be made.

### After the Meeting:-

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