

# Spaldington Parish Council

## Complaints Procedure

**PLEASE NOTE - For the purposes of this document, ‘the Council’ refer to Spaldington Parish Council ‘the Chairman’ refers to the Chairman of Spaldington Parish Council, ‘a Councillor’ refers to a member of Spaldington Parish Council, and ‘the Clerk’ refers to the Clerk to Spaldington Parish Council.**

1. This policy sets out procedures for dealing with any complaints that anyone may have about Spaldington Parish Council’s administration and procedures. Complaints against policy decisions made by the Council shall be referred back to the Council (but note Standing Order 23.1 which says that issues shall not be re-opened for six months).
2. If a complaint about procedures or administration is notified orally to a Councillor or the Clerk, they should seek to satisfy the complaint fully. If that fails, the complainant should be asked to put the complaint in writing to the Clerk and be assured that it will be dealt with promptly after receipt.
3. If the complainant prefers not to put the complaint to the Clerk he or she should be advised put it to the Chairman.
4. On receipt of a written complaint the Chairman or the Clerk (except where the complaint is about his/her own actions) shall try to settle the complaint directly with the complainant. This shall not be done without first notifying the person complained against and giving him/her an opportunity to comment. Every effort should be made to attempt to settle the complaint at this stage.
5. Where the Clerk receives a written complaint about the Clerk’s own action, he/she shall refer the complaint to the Chairman. The Clerk shall be notified and given an opportunity to comment.
6. Where a complaint is made about an individual Councillor, the complainant shall be referred to the local Standards Committee at the East Riding of Yorkshire Council, County Hall, Beverley.
7. The Clerk or Chairman shall report to the next meeting of the Council any written complaint disposed of by direct action with the complainant.
8. The Clerk or Chairman shall bring any written complaint that has not been settled to the next meeting of the Council. After discussion with the council the Clerk or Chair (the person who has been dealing with the matter) shall notify the complainant of the date on which the complaint will be considered and the complainant shall be offered an opportunity to explain the complaint orally. (Unless such a matter may be related to grievance, disciplinary or standard board proceedings that are taking or likely to take place, when such a hearing may prejudice those hearings, when the complaint will have to be heard under exempt business to exclude any member of the public or the press, or deferred on appropriate advice received).

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9. The Council shall consider 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
10. As soon as may be after the decision has been made, it and the nature of any action to be taken shall be communicated in writing to the complainant
11. The Council shall defer dealing with any written complaint only if it is of the opinion that issues of law or practice arise on which advice is necessary. The complaint shall be dealt with at the next meeting after the advice has been received.
12. All complaints (written or verbal) given to the Clerk and/ or Chair are required to have a name and contact details of the complainant for the complaint to be ratified.