

Willerby Parish Council

Code of Practice

Complaints Procedure

This complaints procedure is designed for those complaints that cannot be satisfied by less formal measures or explanations provided to the complainant by the Parish Clerk or Chairman.

This procedure is aimed at those situations where a complaint has been made about the **administration** of Willerby Parish Council or its **procedures**. It is not appropriate for a complaint against individuals.

Willerby Parish Council hopes that the procedure outlined below will ensure that a complainant feels satisfied that their grievance has been properly and fully considered. All parties will be treated fairly, and the process will be reasonable, accessible and transparent.

CODE OF PRACTICE

Before the Meeting

1. The complainant shall put the complaint about the Parish Council's procedures or administration in writing to the Parish Clerk.
2. If the complainant does not wish to put the complaint to the Parish Clerk, they may put it in writing to the Chairman of the Parish Council.
3. The Parish Clerk or Chairman shall acknowledge receipt of the complaint and advise the complainant when the matter will be considered by the Parish Council.
4. The complainant will be invited to attend the relevant meeting and bring with them such representative as they wish.
5. Seven clear working days prior to the meeting the complainant shall provide the Parish Council with copies of any documentation or any other evidence which they wish to refer to at the meeting. The Parish 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 Parish 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 the meeting in public.
7. The Chairman to introduce everyone present.
8. The Chairman to explain the procedure.
9. The complainant (or their representative) to outline their grounds for complaint.
10. Members to ask any question of the complainant.
11. If relevant, the Parish Clerk to explain the Parish Council's position.
12. Members to ask any question of the Parish Clerk.
13. Parish Clerk and complainant to be offered opportunity of last word (in this order)
14. Parish Clerk, complainant and their representative (if present) to be asked to leave the room whilst members decide whether or not the grounds for complaint have been made. If a point of clarification is necessary, BOTH parties are to be invited back.
15. Parish Clerk and complainant and their representative (if present) to return to the meeting to hear the decision, or to be advised when a decision will be made.

After the Meeting

16. The decision made by the Parish Council shall be conformed in writing to all parties concerned with Seven working days together with any action to be taken.