

Luston Group Parish Council.

Complaints Procedure.

Before a Meeting.

1. The complainant should be asked to put the complaint about the Council's procedures or administration in writing to the Clerk.
2. If the complainant does not wish to put the complaint to the Clerk, he or she should be advised to address it to the Chairman of the Council.
3. The Clerk shall acknowledge receipt of the complaint and advise the complainant when the matter will be considered by the full Council. The complainant should also be advised that all complaints will be treated as confidential.
4. The complainant shall be invited to attend a meeting and to bring with them a representative if 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 relied on. The Council shall provide the complainant with copies of any documentation upon which they wish to rely at the meeting and shall do so promptly, allowing the claimant the opportunity to read the material in good time for the meeting.

At The Meeting.

6. The Council shall consider whether the circumstances of the meeting warrant the inclusion of the public and the press.
7. The Chairman should introduce everyone and explain the procedure.
8. The complainant (or representative) should outline the grounds for complaint and, then questions may be asked firstly by the Clerk and then Council members.
9. The Clerk will have an opportunity to explain the Council's position and questions may then be asked firstly by the complainant and then the Council members.
10. The Clerk and then the complainant should be offered the opportunity to summarise their position.
11. The Clerk and the complainant should be asked to leave the room while members decide whether or not grounds for the complaint have been made. If a point of clarification is necessary, both parties shall be invited back.
12. The Clerk and complainant should be given the opportunity to wait for the decision but if the decision is unlikely to be finalised on that day they should be advised when the decision is likely to be made and when it is likely to be communicated to them.

After the Meeting.

13. The decision should be confirmed in writing within seven working days together with details of any action to be taken.

14. Any decision on a complaint shall be announced at the next public Council meeting.