

# HADLEY AND LEEGOMERY PARISH COUNCIL

## COMPLAINTS PROCEDURE

### Procedure Statement

Complainants will be treated respectfully during and after the course of any complaints investigation.

All members should be aware of the complaints procedure and understand the importance of attempting to resolve problems before they become formal complaints.

1. The following procedure will be adopted for dealing with complaints about the Council's administration or its procedures. Complaints about a policy decision made by the Council will be referred back to the Council, or a relevant committee, as appropriate, for consideration.
2. This procedure does not cover complaints about the conduct of a Member of the Parish Council.
3. If a complaint about procedures, administration or the actions of any of the Council's employees is notified orally to a Councillor, or to the Clerk to the Council, a written record of the complaint will be made, noting the name and contact details of the complainant and the nature of the complaint.
4. The complainant will be asked to put the complaint in writing to the Clerk to the Council at Castle Farm Community Centre, High Street Hadley Telford TF1 5NL.

A form will be available for this purpose and the complaint will be dealt with within 14 days of receipt.

5. If the complainant prefers not to put the complaint to the Clerk to the Council, because the matter relates to the Clerk, he or she will be advised to write to the Chairman.
6. (a) On receipt of a written complaint, the Clerk to the Council (except where the complaint is about his or her own actions) or the Chairman (if the complaint relates to the Clerk), will seek to settle the matter directly with the complainant. This will not be done without first notifying any person complained about and giving him or her an opportunity to comment.  
(b) Where the Clerk to the Council or a Councillor receives a written complaint about the Clerk's actions, he or she will refer the matter to the Chairman. The Clerk to the Council will be formally advised of the matter and give an opportunity to comment.
7. The Clerk to the Council (or Chairman) will report any complaint disposed of by direct action with the complainant, to the next meeting of the Finance and General Purposes Committee.
8. The Clerk to the Council (or Chairman) will report any complaint that has not been resolved to the next meeting of the Council's Finance and General Purposes Committee. The Clerk will notify the complainant of the date on which the complaint will be considered and the complainant will be offered an opportunity to address the Committee in person.

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9. Matters relating to grievance or disciplinary proceedings that are taking, or are likely to take place, will be dealt with in accordance with the Council's grievance and disciplinary procedures.
10. The Finance and General Purposes Committee may consider whether the circumstance of any complaint warrant the matter being discussed in the absence of the press and public, but any decision on the complaint will be announced at the Committee meeting in public.
11. The Committee or Council may consider in the circumstances of any particular complaint whether to make a without liability payment or provide other reasonable benefit to any person who has suffered loss as a result of the Council's maladministration. If the Committee considers it to be necessary it may first seek advice from the Council's internal auditor on the propriety of such a payment.
12. As soon as possible after the decision has been made (and in any event not more than 10 days after the meeting) the complainant will be notified in writing of the decision and any action to be taken.
13. The Finance and General Purposes Committee may defer dealing with any complaint if it is of the opinion that issues arise on which further advice is necessary. The advice will be considered and the complaint dealt with at the next meeting after the advice has been received.

Adopted by the Parish Council on 5<sup>th</sup> October 2010.  
Reviewed and amended 2<sup>nd</sup> September 2014.