

CLIFTON UPON DUNSMORE PARISH COUNCIL

COMPLAINTS PROCEDURE

1. Clifton upon Dunsmore Parish Council is committed to providing a quality service for the benefit of the people who live or work in its area or are visitors to the locality. If you are dissatisfied with the standard of service you have received from this council, or are unhappy about an action or lack of action by this council, this Complaints Procedure sets out how you may complain to the council and how we shall try to resolve your complaint.
2. This Complaints Procedure applies to complaints about council administration and procedures and may include complaints about how council employees have dealt with your concerns.
3. This Complaints Procedure does not apply to:
 - a. complaints by one council employee against another council employee, or between a council employee and the council as employer. These matters are dealt with under the council's disciplinary and grievance procedures.
 - b. complaints against councillors. Complaints against councillors are covered by the Code of Conduct for Members adopted by the Council on 3 July 2012 and, if a complaint against a councillor is received by the council, it will be referred to the Monitoring Officer of Rugby Borough Council. Further information on the process of dealing with complaints against councillors may be obtained from the Monitoring Officer of Rugby Borough Council.

Before the Meeting

1. The complainant should put the complaint about the council's procedures or administration in writing to the clerk (electronic communication is acceptable).
2. If the complainant does not wish to put the complaint to the clerk, he or she should 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 council or by the committee established for the purposes of hearing complaints. The complainant will be advised whether the complaint will be treated as confidential or whether, for example, notice of it will be given in the usual way (if, for example, the complaint is to be heard by a committee).
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 exclusion of the public and the press. Any decision on a complaint shall be announced at the council meeting in public.
7. The chairman should introduce everyone and explain the procedure.
8. The complainant (or representative) should outline the grounds for complaint and, thereafter, questions may be asked by (i) the clerk and then (ii), members.
9. The clerk will have an opportunity to explain the council's position and questions may be asked by (i) the complainant and (ii), 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 the grounds for the complaint have been made. If a point of clarification is necessary, *both* parties shall be invited back.
12. The clerk and the 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

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

Adopted by Clifton upon Dunsmore Parish Council on 7 September 2015
Next review January 2017