



COMPLAINTS POLICY

Rettendon Parish Council is committed to providing a quality service for the benefit of the people who live and 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.

COMPLAINTS PROCEDURE

The following procedure will be adopted for dealing with complaints about the Council's administration or its procedures, and may include complaints about how council employees have dealt with your concerns. Complaints about a policy decision made by the Council will be referred back to the Council, or relevant Committee, as appropriate, for consideration.

The appropriate time for influencing Council decision making is by raising your concerns before the Council debates and votes on a matter. You may do this by writing to the Clerk in advance of the meeting at which the item is to be discussed. There may also be the opportunity to raise your concerns in the public participation section of Council meetings. If you are unhappy with a Council decision, you may raise your concerns with the Council, but Standing Orders prevent the Council from re-opening issues for six months from the date of the decision, unless there are exceptional grounds to consider this necessary and the special process set out in the Standing Orders is followed.

This procedure applies when a complaint has been made about the administration of the council, which cannot be resolved in an informal way by the Clerk or the Chairman.

This Complaints Procedure does not apply to:

- (a) Complaints by a 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 about an employee. (These matters are dealt with under the council's disciplinary and grievance procedures.)
- (c) Complaints against Councillors are covered by the Code of Conduct for Members adopted by the council. Any complaint that a Councillor may have breached the Council's adopted Code of Conduct should be referred to the Monitoring Officer at Chelmsford City Council.

Before the Meeting

1. The complainant should be asked to put the complaint in writing to the Clerk as Proper Officer to the Council
2. If the complainant does not wish to put the complaint to the Clerk he/she will be advised to put it to the Chairman of the Council.
3. The Clerk or Chairman shall acknowledge receipt of the complaint promptly and advise the complainant when the matter will be considered by the Council.
4. The complainant shall 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 Council with copies of any documentation or other evidence, which they wish to refer to at the meeting. The 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 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. Chairman to introduce everyone.
8. Chairman to explain this procedure.
9. Complainant (or representative) to outline grounds for complaint.
10. Members to ask any question of the complainant.
11. If relevant, the Clerk to explain the council's position.
12. Members to ask any question of the Clerk.
13. The Clerk (first) the and complainant (second) will be offered the opportunity to sum up.
14. Complainant and the Clerk (if appropriate) be asked to leave room while Members decide whether or not the grounds for the complaint have been made. If a point of clarification is necessary, both parties to be invited back.
15. Complainant and Clerk (if appropriate) return to hear decision, or to be advised when decision will be made.

After the Meeting

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

RPC Complaints Policy Approved by Full Council on 24th April 2018

Signed: **Chairman**

Minute No. 281-17/18