

# D R A F T

## THORNLEY WITH WHEATLEY PARISH COUNCIL COMPLAINTS PROCEDURE

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.
2. This procedure does not cover complaints about the conduct of a Member of the Parish Council.
3. If a complaint about procedures or administration is notified orally to a Councillor, or to the Clerk, 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. Generally the complainant will be asked to put the complaint in writing (letter/email) to the Clerk of the Council (address Woodhill, Chipping Road Thornley with Wheatley, Longridge PR3 2TB or email [thornleywithwheatleypc@gmail.com](mailto:thornleywithwheatleypc@gmail.com)). The complaint will be dealt with within 21 days of receipt. Refusal to put the complaint in writing does not necessarily mean that the complaint cannot be investigated but it is easier to deal with if it is in writing.
5. If the complainant prefers not to put the complaint to the Clerk to the Council because the matter relates to the Clerk for example the complainant would be advised to write to the Chair.
6. On receipt of a written complaint the Clerk to the Council (except if the complaint is about the Clerk) or the Chair (if the complaint relates to the Clerk) will seek to settle the complaint 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. Efforts will be made to resolve the complaint at this stage.

Where the Clerk or a Councillor receives a written complaint about the Clerk's actions he or she shall refer the complaint to the Chair of the Council. The Clerk will be formally advised of the matter and given an opportunity to comment.

7. The Clerk (or Chair) will report any complaint dealt with by direct action with the complainant to the next meeting of the Council.
8. The Clerk (or Chair) will report any complaint that has not been resolved to the next meeting of the Council. 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 explain the complaint to the Council orally.

9. The Council may consider whether the circumstances 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 Council meeting in public.
10. The Council may consider in the circumstances of any particular complaint whether to make any without liability payment or provide other reasonable benefit to any person who has suffered loss as a result of the Council's maladministration. Any payment may only be authorised by the Council after obtaining legal advice and advice from the Council's auditor on the propriety of such a payment.
11. As soon as possible after the decision has been made (and in any event not later than 10 days after the meeting) the complainant will be notified in writing of the decision and any action to be taken.
12. The Council may defer dealing with the 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.
13. Following investigation and response to the complainant should a complainant become unreasonably persistent or vexatious the Council will make a decision on what further action should be taken.