



Queen Camel Parish Council Complaints Procedure

Adopted 21 February 2023

The following procedure is based upon the National Association of Local Councils model document and is for dealing with complaints about the Council's administration or its procedures.

This procedure does not cover complaints about the conduct of a Member of the Parish Council which must be made through the local authority Monitoring Officer.

Making a complaint

1. Complaints must be made in writing and sent to the clerk at the above address. Please include your full name and address. Anonymous complaints will be ignored.
2. If you do not wish to put the complaint to the clerk, please address it to the Chair of the council.
3. The clerk (or chair) will acknowledge your complaint. It will also be noted at the next Council meeting that a complaint has been received, what it is in relation to, and what stage the complaint process is at.
4. Complaints about a policy decision made by the Council will be referred back to the Council, or relevant Committee, as appropriate, for consideration.
5. For other complaints, the clerk (or chair) may respond directly to try to resolve your complaint within 14 days. If the complaint is about the actions of the clerk, they shall be formally advised of the matter and given an opportunity to comment before you are responded to.
6. Should that not be satisfactory, then the matter will be considered by the council (or by a committee convened for the purpose).

If a meeting is required

7. You will be advised whether your complaint will be treated as confidential and whether the circumstances of the meeting warrant the exclusion of the public and the press.
8. You will be invited to attend a meeting and to bring a representative if you wish.
9. At least seven clear working days prior to the meeting, you will be required to provide the council with copies of any documentation or other evidence you wish to rely on.
10. At least seven clear working days prior to the meeting the council shall provide you with copies of any documentation or other evidence they intend to rely on, allowing you the opportunity to read the material in good time for the meeting.

At the meeting

11. The chairman will introduce everyone and explain the procedure.
12. You, or your representative, should outline the grounds for complaint.
13. Thereafter, questions may be asked by (i) the clerk (or nominated officer if the complaint is about the clerk) and then (ii) members.
14. The clerk (or other nominated officer) will have an opportunity to explain the council's position and questions may be asked by (i) you and (ii) members.
15. The clerk (or other nominated officer) will summarise the Council's position. You will then be given the opportunity to summarise your position.
16. You and the clerk (or other nominated officer) will then 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.
17. You will both be given the opportunity to wait for the decision, but if the decision is unlikely to be finalised on that day you will be advised when the decision is likely to be made and when it is likely to be communicated.

After the Meeting

18. The decision will be confirmed in writing within seven working days together with details of any action to be taken.
19. Any decision on a complaint shall be announced at the council meeting in public.

This procedure shall be reviewed annually.