

BOUGHTON PARISH COUNCIL

Complaints Procedure

1. Before the Meeting

- a) The complainant should be asked to put the complaint about the Council's procedures or administration in writing to the Clerk.
- b) If a potential conflict of interest arises by addressing the complaint to the Clerk, it should be addressed to the Chair. Again, if this also proposes a conflict of interest, it should be addressed to any Parish Councillor of the complainants choosing.
- c) The Clerk, or other nominated officer in accordance with paragraphs 2 and 3, shall acknowledge receipt of the complaint and advise the complainant when the matter will be considered by the Council. The complainant should also be advised whether the complaint will be treated as confidential.
- d) The complainant shall be invited to attend a meeting and to bring with them a representative if they wish.
- e) 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 at least 48 hours before for the meeting.

2. At the Meeting

- a) 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.
- b) The Chair should introduce everyone and explain the procedure.
- c) The complainant (or representative) should outline the grounds for complaint and, thereafter, questions may be asked by:-
 - (i) the Clerk, or other nominated officer; and then
 - (ii) Councillors.
- d) The Clerk, or other nominated officer, will have an opportunity to explain the Council's position and questions may be asked by:-

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- (i) the complainant; and
 - (ii) Councillors.

- e) The Clerk, or other nominated officer, and then the complainant should be offered the opportunity to summarise their position.

- f) The Clerk, or other nominated officer, 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.

- g) The Clerk, or other nominated officer, 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.

3. After the Meeting

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