

CABUS PARISH COUNCIL

Complaints Procedure

1. Cabus 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:
 - 3.1 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.
 - 3.ii Complaints against councillors. Complaints against councillors are covered by the Code of Conduct for Members adopted by the Council.
 - 3.3 If a complaint against a councillor is received by the Council; it will be referred to the Monitoring Officer of the Principle Authority. Further information on the process of dealing with complaints against councillors may be obtained from the Monitoring Officer of the Principle Authority
4. 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 Council 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.
5. You may make your complaint about the council's procedures or administration to the Clerk. You may do this in by writing to, or emailing, the Clerk.
6. Wherever possible, the Clerk will try to resolve your complaint immediately. The clerk shall acknowledge receipt of your complaint within five working days.
7. If you do not wish to report your complaint to the Clerk, you may make your complaint directly to the Chairman of the Council.
8. Your complaint will be investigated by the Council, obtaining further information as necessary from you and/or from staff or individual members of the Council.
9. You will be invited to attend the council meeting at which your complaint will be heard and to bring a representative with you if you wish.
10. If you choose not to attend the meeting, the Council will consider the complaint in your absence and you will be notified of the outcome within seven working days together with details of any action to be taken.

At the Meeting

11. 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.
12. The chairman will introduce everyone and explain the procedure.

13. You (or your representative) should outline the grounds for complaint and, thereafter, questions may be asked by (i) the clerk and then (ii), members.

14. The clerk will have an opportunity to explain the council's position and questions may be asked by (i) yourself (or your representative) and (ii), members.

15. The clerk and yourself will 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.

16. The clerk and yourself will be given the opportunity to wait for the decision but if the decision is unlikely to be finalised on that day then you will be advised when the decision is likely to be made.

After the Meeting

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

18. If you are dissatisfied with the response to your complaint, you may ask for your complaint to be referred again to the full Council and usually within eight weeks you will be notified in writing of the outcome of the review of your original complaint.