

BROOMFIELD PARISH COUNCIL

CODE OF PRACTICE FOR HANDLING A COMPLAINT

If a complaint cannot be satisfied, informally, by either the Clerk or Chairman then the following procedure shall apply:

1. The person making the complaint will be asked to write to the Clerk, giving full details of the complaint. If they do not wish to write to the Clerk, they may write to the Chairman.
2. Within five working days of receiving the complaint, the Clerk will acknowledge the receipt of the complaint and advise the complainant when the Council or Committee established for that purpose will hear their complaint.

Before the Meeting

3. The complainant shall be invited to attend the meeting and may bring with them such representative as they wish.
4. Seven clear working days prior to the meeting the complainant shall provide the Council with copies of any documentation or other evidence relating to the complaint, which they wish to refer to at the Meeting. The Council shall provide the complainant with copies of any documentation upon which they wish to rely at the Meeting.

At the Meeting

5. The Council shall decide whether the circumstances of the complaint warrant the exclusion of the public and the press. Any decision on a complaint will be announced at the meeting in public.
6. The Chairman will introduce everyone and explain the Council's procedure on handling a complaint.
7. The complainant (or their representative) will be asked to outline the grounds for complaint.
8. Councillors may ask the complainant any questions.
9. If relevant, the Clerk or other Proper Officer to explain the Council's position.
10. Councillors may ask the Clerk or other Proper Officer any questions.

- 11.** First the Clerk or other Proper Officer, and then the complainant, will be offered the chance to have a final word.
- 12.** The Clerk or other Proper Officer and the complainant to be asked to leave the room whilst the Council 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).
- 13.** The Clerk and the complainant to return to the meeting to hear the decision that has been made, or to be advised when the decision will be made.

After the Meeting

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