

# **KINGSCOTE PARISH COUNCIL – COMPLAINTS PROCEDURE**

## **BEFORE THE MEETING**

1. The complainant should be asked to put the complaint about the council's procedures or administration in writing to the Clerk or other nominated officer
2. If the complainant does not wish to put the complaint to the Clerk or other nominated officer, he or she should be advised to address it to the Chairman or the Council.
3. The Clerk or other nominated officer shall acknowledge receipt of the complaint and advise the complainant when the matter will be considered by a panel appointed by the Council. The panel will be 2 Councillors and the Clerk
4. Where appropriate the complainant shall be invited to attend and meeting, and may also bring with them a representative if they wish.
5. Seven clear days prior to the meeting the complainant shall provide copies of any documentation of other evidence relied on. The complainant will also, where appropriate, be provided with copies of any documentation upon which the panel can rely on at the meeting.

## **AT THE MEETING**

1. The Panel 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 a subsequent meeting
2. The Chairman of the panel should introduce everyone and explain the procedure
3. The complainant (or representative) should outline the grounds for complaint, and, thereafter, questions may be asked by the Clerk or other nominated officer or panel member.
4. The Clerk or other nominated officer will have the opportunity to explain the council's position and questions may be asked by the complainant and the panel.
5. The Clerk or other nominated officer and then the complainant should be offered the opportunity to summarise their position
6. The Clerk or other nominated officer and the complainant should be asked to leave the room while panel 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.]
7. 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 the day they should be advised when the decision is likely to be made and when it is likely to be communicated to them.

## **AFTER THE MEETING**

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