

---

# TARSET AND GREYSTEAD PARISH COUNCIL

## COMPLAINTS PROCEDURE

### 1. BACKGROUND

This paper seeks approval for a complaints procedure for the Parish Council. On receipt of a complaint, the Clerk to the Council in consultation with the Chairman of the Council will ascertain the category of the complaint and take the relevant action with reference to the following:

### 2. COMPLAINT CATEGORY

A) **Financial irregularity.** ACTION: The Clerk should endeavour to provide an explanation of the item. The Clerk may need to consult the auditor or Audit Commission. If the complainant is not satisfied, the Clerk should advise the complainant of the local elector's statutory right to object to the Council's audit of accounts pursuant to s.16 Audit Commission Act 1998.

B) **Criminal activity.** ACTION: The clerk should refer the complainant to the Police.

C) **Member conduct.** ACTION: If the complaint relates to a failure to comply with the Code of Conduct, the complainant should be advised to submit the complaint to the local Standards Committee.

D) **Employee conduct.** ACTION: As an internal disciplinary matter, this should be dealt with under the council's disciplinary procedure.

E) **Other.** Category E Complaints are expressions of dissatisfaction by one or more members of the public about the council's action or lack of action or about the standard of a service, whether the action was taken or the service provided by the council itself or a person or body acting on behalf of the council. ACTION: Category E Complaints should be dealt with under the following complaints procedure.

### 3. BEFORE THE MEETING OF THE COMPLAINTS COMMITTEE

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. 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 of the Council.

The Clerk, in consultation with the Chairman, shall acknowledge receipt of the complaint and attempt to address the complaint. The Complainant will be advised of this action; if they still wish to pursue the matter it will be considered by a committee established for the purposes of hearing complaints. The Complainant should also be advised whether the complaint will be treated as confidential or whether, for example, notice of it will be given in the usual way on the agenda.

The Complainant shall be invited to attend a meeting of the committee and to bring with them a representative if they wish.

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

---