

and shall do so promptly, allowing the Complainant the opportunity to read the material in good time for the meeting.

4. AT THE MEETING

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 committee meeting in public.

The chairman of the committee should introduce everyone and explain the procedure.

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), members.

The Clerk or other nominated officer will have an opportunity to explain the Council's position and questions may be asked by (i) the complainant and (ii), members.

The Clerk or other nominated officer and then the Complainant should be offered the opportunity to summarise their position.

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.

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.

5. AFTER THE MEETING

The decision should be confirmed in writing within seven working days together with details of any action to be taken. Then, if the Complainant is unhappy with the outcome, they can complain to the Local Government Ombudsman.

6. RECOMMENDATIONS

Members are asked to adopt the complaints procedure for the Parish Council with immediate effect.

Mr. K. Murray-Hetherington
Clerk to the Council