

WEST AYTON PARISH COUNCIL COMPLAINTS PROCEDURE

1. The following procedure will be adopted for dealing with complaints about the Council's administration or its procedures. Complaints about a policy decision made by the Council will be referred back to the Council for consideration.
2. The procedure does not cover complaints about the conduct of a Member of the Parish Council.
3. If a complaint about the procedures 1, administration or the actions of any of the Council's employees is notified orally to a Councillor, or to the Clerk to the Council, a written record of the complaint will be made, noting the name and contact details of the complainant and the nature of the complaint.
4. The complainant will be asked to put the complaint in writing to the Clerk of the Council and the complaint will be dealt with within 21 days. Refusal to put the complaint in writing does not necessarily mean it cannot be investigated, but it is easier to deal with if it is in writing.
5. If the complainant prefers not to put the complaint in writing to the Clerk to the Council (because the matter relates to the Clerk for example) he/she should be advised to write to the Chairman.
6. (a) On receipt of a written complaint the Clerk to the Council (except where the complaint is about his / her actions) or the Chairman (if the complaint relates to the Clerk) will seek to settle the complaint directly with the complainant. This will be done without first notifying any person complained about and giving him / her an opportunity to comment.

(b) Where the Clerk to the Council or a Councillor receives a written complaint about the Clerk's actions, he/she shall refer the complaint to the Chairman of the Council. The Clerk to the Council will be formally advised of the matter and given the opportunity to comment.
7. The Clerk to the Council (or Chairman) will report any complaint disposed of by direct action with the complainant to the next meeting of the Council.
8. The Clerk to the Council (or Chairman) will report any complaint that has not been resolved to the next meeting of the Council. The Clerk will notify the complainant of the date on which the complaint will be considered, and the complainant will be offered an opportunity to explain the complaint to the Council orally.
9. The Council may consider whether the circumstances of any complaint warrant the matter being discussed in the absence of the press and public, but any decision on the complaint will be announced at the Council meeting in public.
10. The Council may consider in the circumstances of any particular complaint whether to make any without liability payment or provide other reasonable benefit to any person who has suffered loss as a result of the council maladministration. Any payment may only be authorised by the Council after obtaining legal advice.
11. As soon as possible after the decision has been made (and in any event not later than 10 days after the meeting) the complainant will be notified in writing of the decision reached and any action taken.

12. The Council may defer dealing with any complaint if it is of the opinion that issues arise on which further advice is necessary. The advice will be considered, and the complaint dealt with at the next meeting after the advice has been received.

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