**SOUTHERY PARISH COUNCIL – COMPLAINTS POLICY**

**Date Reviewed – July 2018. Next Date of Review – July 2021**

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, or relevant Committee, as appropriate, for

consideration.

2. This procedure does not cover complaints about the conduct of a Member of the

Parish Council.

3. If a complaint about procedures, 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 (letter/e-mail) to the Clerk

to the Council at parishclerk1@hotmail.co.uk.

The complaint will be dealt with within 21 days of receipt. Refusal to put the complaint

in writing does not necessarily mean that the complaint 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 to the Clerk to the Council (because

the matter relates to the Clerk, for example,) he or she should be advised to write to

the Chair.

6. (a) On receipt of a written complaint, the Clerk to the Council (except where the

complainant is about his or her own actions) or Chair of Council (if the complaint

relates to the Clerk), will seek to settle the complaint directly with the complainant.

This will not be done without first notifying any person complained about and giving

him or her the opportunity to comment. Efforts should be made to resolve the

complaint at this stage.

(b) Where the Clerk to the Council or a Councillor receives a written complaint about

the Clerk’s actions, he or she shall refer the complaint to the Chair of Council. The

Clerk to the Council will be formally advised of the matter and given an opportunity to

comment.

7. The Clerk to the Council (or Chair) 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 Chair) 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. Matters relating to Grievance or Disciplinary proceedings that are taking, or are likely to

take place, should be dealt with in accordance with the Council’s grievance and

disciplinary procedures.

11. 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’s maladministration. Any payment

may only be authorised by the Council after obtaining legal advice and advice from the

Council’s auditor on the propriety of such a payment.

12. 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 and

any action to be taken.

13. 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.