

MORLAND PARISH COUNCIL – COMPLAINTS PROCEDURE

1. All complaints should be made in writing to the Clerk or the Chairman of the Parish Council. Morland Parish Council will not acknowledge or consider under any circumstances complaints that are submitted anonymously.
2. This procedure does not cover complaints about the conduct of a Member of the Parish Council. Complaints of this nature will be dealt with by Eden District Council's Monitoring Officer
3. Complaints about an employee, i.e. The Clerk, will be dealt with as an employment matter. The complainant can be assured that the matter will be dealt with internally and appropriate action taken as required
4. 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
5. The complainant will be asked to put the complaint in writing (letter or e-mail) to the Clerk to the Council. The complaint will be dealt with within 10 days of receipt.
6. 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.
7. 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 an opportunity to comment. Efforts should be made to resolve the complaint at this stage.
8. 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.
9. 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.
10. 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.
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 and any action to be 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.

Chairman.....

Date adopted.....