

# BARROW UPON SOAR PARISH COUNCIL

## COMPLAINTS CODE OF PRACTICE

The Council adopted the following COMPLAINTS CODE OF PRACTICE at a Meeting of the Full Council held on  
2<sup>nd</sup> April 2019

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The procedure is designed only for those complaints which cannot be satisfied by informal measures or by explanation provided to the complainant by the Clerk or Chairman.

Before the Meeting	
1	The complainant should be requested to put the complaint about the council's procedures or administration in writing to the Clerk or Chairman.
2	The Clerk shall acknowledge receipt of the complaint and advise the complainant when the matter is to be considered by the Council
3	The complainant shall be invited to attend the relevant meeting along with their representative if so wished
4	7 clear working days prior to the meeting the complainant shall provide the council with copies of any documentation or other evidence, which they wish to refer to at the meeting. The Council shall similarly provide the complainant with copies of any documentation upon which they rely at the meeting
5	The Council shall consider whether the circumstances of the meeting warrant the exclusion of the public and press.
At the Meeting	
6	Chairman shall make introductions
7	Chairman shall explain procedure
8	Complainant or representative shall outline grounds for complaint
9	If relevant the Clerk shall explain the Council's position
10	Members shall ask any question of the Clerk
11	Clerk and Complainant shall be offered the opportunity of last word
12	The Clerk and Complainant shall be asked to leave the room whilst Members reach decision on whether the grounds for the complaint have been made. Both parties can be invited back in for clarification of points where necessary.
13	Clerk and Complainant shall be asked to return to hear decision or to be advised of when a decision will be made.
14	Any decision on a complaint shall be announced at the council meeting in public.
After the Meeting	
15	Decision to be confirmed in writing within 7 working days, together with details of any action to be taken.