

Badger Farm Parish Council Complaints Procedure

This procedure is only appropriate for complaints relating to the Council's procedures or administration.

1. The complainant must put the complaint about the council's procedures or administration in writing to the Clerk.
2. If the complainant does not wish to put the complaint to the Clerk he or she should address it to the Chairman of the Badgers farm Parish Council.
3. The Clerk shall acknowledge receipt of the complaint within 3 working days, unless on leave and advise the complainant when the matter will be considered by the Council or by a committee established for the purposes of hearing complaints. The complainant will also be advised whether the complaint will be treated as confidential or whether, for example, notice of it will be given in the usual way.
4. The complainant shall be invited to attend a meeting and to bring with them a representative if they wish.
5. Seven clear working days prior to the meeting, the complainant shall provide the council with copies of any documentation or other evidence relied on. The Council shall provide the complainant with copies of any documentation upon which it wishes to rely at the meeting and shall do so promptly, allowing the claimant the opportunity to read the material in good time for the meeting. At the Meeting
6. 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 council meeting in public.
7. The Chairman shall introduce everyone and explain the procedure.
8. The complainant (or representative) will outline the grounds for complaint and, thereafter, questions may be asked by the Clerk and then by the members.
9. The Clerk will explain the Council's position and questions may be asked by (i)

the complainant and (ii) the members.

10. The Clerk and then the complainant should be offered the opportunity to summarise their position.
11. The Clerk 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.
12. The Clerk and the complainant shall be given the opportunity to wait for the decision but if the decision is unlikely to be finalised on that day they shall be advised when the decision is likely to be made and when it is likely to be communicated to them.

After the Meeting

16. The decision shall be confirmed in writing within seven working days together with details of any action to be taken.