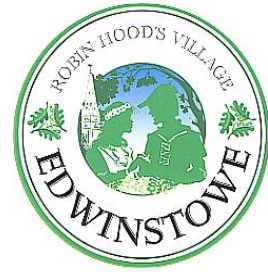


Edwinstowe Parish Council

Working to make a difference



COMPLAINTS PROCEDURE

1. The following procedure will be adopted for dealing with complaints about the Council's administration, its staff 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. Regarding any complaint that a Councillor may have breached the Council's adopted code of conduct, the complainant should be advised of the processes available for dealing with complaints against councillors.
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 and subsequently the result and date of determination of the complaint and the persons making such determination.
4. The complainant will be asked to put the complaint in writing to the Clerk to the Council Edwinstowe Parish Council, Village Hall, Mansfield Road, Edwinstowe NG21 9NJ. The complaint will be acknowledged within 14 days of receipt.
5. If the complainant prefers not to put the complaint to the Clerk to the Council, he or she will be advised to write to the Chair or the Vice Chair.
6. (a) On receipt of a complaint, the Clerk to the Council or Chair or Vice 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.

(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 or Vice Chair of Council. The Clerk to the Council will be formally advised of the matter and given an opportunity to comment.
7. Any complaint that has not been resolved pursuant to paragraph 6 will be referred by the Clerk to the Council, or the Chair or Vice Chair, to a panel comprising the Chair of the Finance & Governance Committee and one member from the largest minority group on the Council.
8. The Panel will determine the complaint unless they consider that it is of sufficient seriousness that it should be referred to the Full Council for determination.
9. The Clerk will notify the complainant and any person who is the subject of the complaint of the date upon which the complaint will be considered either by the Panel or by the Full Council when the complainant and any person who is the subject of the complaint will be offered an opportunity to present their case to the Panel or to the Council orally or in writing.

10. The Panel will meet in private at all times, or in the event of a complaint being referred to the full Council by the Panel, the Council, may consider whether the circumstances of the 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 determination of any complaint by the Panel or the Council (and in any event not later than 10 days after such determination) the complainant and any person complained against will be notified in writing of the decision and any action to be taken.
12. The Panel or 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 as soon as reasonably practicable after the advice has been received. The complainant will be kept informed of the progress of the complaint

Adopted by Full Council on 8th May 2024