

Hartshill Parish Council
Complaints Procedure 2012
Reviewed 2014, 2017, 2019, 2022



Contents

1. Policy statement
2. Receiving a complaint
3. At the Meeting
4. After the Meeting
5. History

1. Policy Statement

If a complaint is received by the Council regarding a member of staff or volunteer, the complaint will be dealt with under the Council's disciplinary and grievance procedure.

If a complaint received is regarding a Councillor, the complainant should be advised to contact the Monitoring Officer at North Warwickshire Borough Council or alternatively the Standards Board for England for further advice.

This procedure is to be used if a complaint is received regarding the Parish Council's policies, procedures or administration.

2. Receiving a complaint

- All complaints should be in writing and addressed to the Clerk of the Council, Hartshill Community Centre, Church Road, Hartshill, CV10 0LY. E-mail is considered a satisfactory form of communication for these purposes, hartshillparishcouncil@gmail.com
All complaints must contain the complainant's title, full name, address, and telephone number. Anonymous complaints will be deemed as malicious and no further action taken.
- The complainant does not need to be a Hartshill Parish resident.
- The receipt of the complaint will be acknowledged and the complainant informed of the complaints process within 10 working days.
- The Council will consider if the circumstances require a special meeting and if it warrants the exclusion of the public and press. Any decision made on the complaint will be announced at the Council meeting in public.
- The complainant will be asked to provide any copies of documentary evidence which they wish to refer to at the meeting at least 7 working days before the meeting.

3. At the Meeting

- At the meeting the Chairman will introduce everyone present and explain the procedure.
- The complainant (or nominated spokesperson) should outline the details of the complaint.
- The Clerk as Proper Officer of the Council should explain the Council's position
- An opportunity will be provided for each party to ask questions of each other.
- The complainant will be asked to leave the meeting and return to hear the decision, or be advised when the Council's decision has been made.

4. After the Meeting

- The Council's resolution of the matter will be reported to the complainant, in writing, within 10 working days of the decision.
- If the complaint was against a member of staff or volunteer, that person will receive written notification of the result of the disciplinary process within 10 working days of the decision.

5. History

Reviewed 2014, 2017, 2019

