



# YOULGRAVE PARISH COUNCIL

## Complaints Procedure

### CODE OF PRACTICE

This procedure is for use when complaints are made against the Parish Council as a body.

Complaints against individual councillors should be made to the DDDC Monitoring Officer. Complaints against an employee of the council should be made to the Chairman.

### Before the Meeting

1. The complainant should be asked to put the complaint about the council's procedures or administration in writing to the Parish Clerk.
2. If the complainant does not wish to put the complaint to the Parish Clerk, they may be advised to put it to the Chairman of Youlgrave Parish Council.
3. The Parish Clerk shall acknowledge the receipt of the complaint and advise the complainant when the matter will be considered by Youlgrave Parish Council.
4. The complainant shall be invited to attend the relevant meeting and bring with them such representative as they wish.
5. 7 clear working days prior to the meeting, the complainant shall provide Youlgrave Parish Council with copies of any documentation or other evidence, which they wish to refer to at the meeting. The Parish Council shall similarly provide the complainant with copies of any documentation upon which they wish to rely at the meeting.

### **At the Meeting**

6. The Parish 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 Parish Council meeting in public.
7. Chairman to introduce everyone.
8. Chairman to explain procedure.
9. Complainant (or representative) to outline grounds for complaint.
10. Members to ask any question of the complainant.
11. If relevant, Parish Clerk to explain the Parish Council's position.
12. Members to ask any question of the Parish Clerk.
13. Parish Clerk and complainant to be offered opportunity of last word (in this order).
14. Parish Clerk and complainant to be asked to leave room while Members decide whether or not the grounds for the complaint have been made. (If a point of clarification is necessary, both parties to be invited back).
15. Parish Clerk and complainant return to hear decision, or to be advised when decision will be made.

### **After the Meeting**

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

This Procedure was adopted by Youlgrave Parish Council on 16<sup>th</sup> May 2017