

Warbstow Parish Council

Handling Complaints

Procedure

WARBSTOW PARISH COUNCIL

CODE OF PRACTICE FOR HANDLING COMPLAINTS

Warbstow Parish Council recognises that from time to time there will be concerns expressed by members of the public over the activities of the Council or employees. To address these issues the Council has adopted a procedure for the handling of complaints. This procedure allows people to have a form of address to the Council if they feel they have a complaint or have been unfairly treated in their dealings with the Clerk, Councillors, the Council or its Committees.

The councillors have the right to be treated with dignity and respect at all times. They should be able to do their jobs without being physically or verbally abused. Most people respect this. Thank you for being one of them.

VERBAL COMPLAINTS

1. On receipt of a complaint by telephone, letter or email the Clerk/Councillor will try to satisfy the complainant immediately or as soon as is practicable.
2. If the Clerk/Councillor is unable to answer the complaint immediately, then full details of the complaint together with the complainant's telephone number etc will be recorded so that a further response can be made as soon as possible.
3. If the complaint is to be brought to a meeting and investigated further then the complaint must be put in writing and sent to the Clerk/Councillor prior to the meeting.

WRITTEN COMPLAINTS

1. On receiving a written complaint, the Clerk/Councillor shall try to settle the complaint directly.
2. If the complaint is about the behaviour of a member or employee of the Council, the Clerk/Councillor must also notify the person and offer the opportunity for comment on the manner in which it is intended to try and settle the complaint.
3. If necessary, the Clerk/Councillor will send a holding letter to the complainant to allow further time to address the issues raised.
4. The Clerk or Chairman shall bring any written complaint which has not been settled to the next meeting of the Council and the Clerk shall notify the complainant of the date of the meeting. The Complainant will be offered the opportunity to explain the nature of the complaint to the meeting.
5. The Clerk/Councillor shall consult with the Chairman/Vice Chairman to consider whether the written complaint warrants discussion at a Council meeting in the absence of the press and public, with the decision on the complaint shall be announced at the Council meeting in public.
6. The Clerk will communicate in writing the decision that has been made by the Council and the nature of any action taken by the Council.

COMPLAINTS AGAINST AN OFFICER OF THE COUNCIL

1. Any complaint against a member or officer must be submitted in writing.
2. If the complaint is against the actions of the Clerk, it should be submitted in writing to the Chairman.
3. If the complaint is made against the actions of the Clerk, it will be considered as an employment issue and the Chairman will present the complaint to the Council for consideration at a meeting held in the absence of the press or public.
4. The Complainant may be invited to attend part of the meeting to explain the nature of their complaint, in the absence of the public and press.
5. Persons mentioned in the complaint will have the opportunity to explain the nature of their actions to the meeting, in the absence of the public and press.
6. The result of any council consideration of a complaint will be announced at a Council meeting in public.

COMPLAINTS AGAINST A MEMBER OF THE COUNCIL

Parish Councillors sign up to a Code of Conduct on taking office. The Council is unable to investigate complaints against any of its members. If you wish to submit a complaint for breach of this code you should do so to the Monitoring Officer at Cornwall Council.

Mr S Mansell
Cornwall Council
Treyew Road
TRURO
Cornwall

Further information can be accessed from www.cornwall.gov.uk

Adopted by Warbstow Parish Council 4th June 2019