



RAYNE PARISH COUNCIL

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COMPLAINTS POLICY

Rayne Parish Council has adopted a standard procedure to provide a transparent process for dealing with complaints made about the administration of the council or its procedures, either directly to the council or referred on by another body.

Every effort should first be made by the Clerk or Chairman to resolve complaints to the satisfaction of the complainant by less formal measures, or explanations provided before resorting to the formal complaints procedure.

If this approach is unsuccessful, the issue will be brought before the next available Parish Council meeting.

The Code of Practice below will be employed to ensure that any complaint is properly and fully considered.

It should be noted that the procedure is not appropriate for a complaint made against an individual.

Complaints about a member of the Parish Council's staff will be dealt with as an employment matter. The matter will be dealt with internally and appropriate action taken as required.

Complaints regarding Parish Councillors should be addressed to the Monitoring Officer, Braintree District Council, Causeway House, Braintree, CM7 9HB.

Code of practice for dealing with complaints about the administration of the council or its procedures

Before the Meeting

1. The person making the complaint (complainant) will 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 will be advised to put it to the Chairman of the Council.
3. The Parish Clerk shall acknowledge the receipt of the complaint and advise the complainant that the matter will be brought to the attention of the Parish Council at the next available meeting.
4. The complainant shall be invited to attend the relevant meeting, with a representative if they so wish. The complainant shall forward the name of the representative to the Council prior to the meeting.
5. Seven clear working days prior to the meeting, the complainant shall provide the 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 on at the meeting.

At the Meeting

6. The Parish Council must consider whether the circumstances of the meeting warrant the exclusion of the public and press. However, 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. Parish Councillors to ask any question of the complainant.
11. If relevant, the Parish Clerk to explain the Council's position.
12. Parish Councillors 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 Councillors decide whether or not the grounds for 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. Conclusions and any action recommended will be reported to the next full meeting of the Parish Council.
17. Decision confirmed in writing within seven working days together with details of any action to be taken.

Date effective from: 2nd December 2019

Last review date: July 2024

Next review date: July 2025