

## **Keresley Parish Council**

### **Complaints Procedure**

#### **Complaint about the Council as a whole:**

A verbal complaint about the parish council can be made to any councillor or the clerk, who must report it at the next council meeting where it will be discussed and appropriate action agreed and entered into the minutes. The councillor or clerk who brought the complaint to the meeting shall report back to the complainant within seven working days.

If the complainant is not satisfied with this action then the complaint should be submitted to the clerk or chairman in writing. We will acknowledge receipt and confirm that the matter will be considered at the next council meeting. The council will agree which councillors will deal with the complaint and they will need to investigate the facts and collate relevant evidence. The complaint would normally be treated in confidence and no personal data would be discussed. The council would also consider if the public and press should be excluded.

The complainant and a representative, if they wish, will be invited to attend a meeting. Seven clear days prior to the meeting copies of any documentation or evidence should be provided to the council by the complainant and the council shall respond with any documentation which they rely on. This gives both parties ample time to read the material before the meeting. Any decision on a complaint shall be announced at the next council meeting in public.

At the meeting the chairman should introduce everyone and explain the procedure. The complainant (or representative) should outline the grounds for complaint and then take questions from the clerk or nominated officer and other councillors. The clerk or nominated officer will then explain the council's position and questions may be asked by the complainant and other councillors. Each party then has an opportunity to summarise their position.

The clerk or nominated officer and the complainant should be asked to leave the room while councillors decide if the grounds for complaint have been upheld. If a point needs clarifying both parties shall be invited back.

The clerk or nominated officer and the complainant should be given the opportunity to wait for the decision. If it cannot be made on that day a date should be set and both parties advised.

The decision should be confirmed in writing within seven working days together with details of any action to be taken. The council may explain what steps it intends to take to reduce the risk of the problem being repeated.

#### **Complaint about a Councillor**

Complaints about an individual Councillor should relate to a failure to abide by the Code of Conduct which they have agreed to. Such a complaint should be made to the Monitoring Officer of Coventry City Council who will consider the matter.