

STEBBING PARISH COUNCIL

COMPLAINTS PROCEDURE

1. The following procedure will be adopted for dealing with complaints about the Council's administration or procedures. Complaints about a policy decision made by the Council will be referred back to the Council or relevant Committee as appropriate for consideration.
2. This procedure does not cover complaints about the conduct of a member of the Parish Council, these should be directed to Uttlesford District Council.
3. If a complaint about procedures, administration or the actions of any of the Council's Employees is notified orally to a Councillor, or to the Clerk to the Council, a written record of the complaint will be made, noting the name and contact details of the complainant and the nature of the complaint.
4. The complainant will be asked to put the complaint in writing to the Clerk to the Council. The complaint will be dealt with within 21 days of receipt. Refusal to put the complaint in writing does not necessarily mean that the complaint cannot be investigated, but it is easier to deal with if it is in writing.
5. If the complainant prefers not to put the complaint to the Clerk to the Council (because the matter relates to the Clerk, for example,) he or she should be advised to write to the Chair.
6. (a) On receipt of a written complaint, the Clerk to the Council (except where the complainant is about his or her own actions) or Chair of Council (if the complaint relates to the Clerk), will seek to settle the complaint directly with the complainant. This will not be done without first notifying any person complained about and giving him or her an opportunity to comment. Efforts should be made to resolve the complaint at this stage.
(b) Where the Clerk to the Council or a Councillor receives a written complaint about The Clerk's actions, he or she shall refer the complaint to the Chair of Council. The Clerk to the Council will be formally advised of the matter and given an opportunity to comment.
7. Matters relating to Grievance or Disciplinary proceedings that are taking, or are likely to take place, should be dealt with in accordance with the Council's grievance and disciplinary procedures.
8. As soon as possible after the decision has been made (and in any event not later than 10 days after) the complainant will be notified in writing of the decision and any action to be taken.
9. The Council may defer dealing with any complaint if it is of the opinion that issues arise on which further advice is necessary. The advice will be considered and the complaint dealt with after the advice has been received.