

KINGS BROMLEY PARISH COUNCIL

Complaints Procedure

Before the Meeting

1. Request the complainant to put in writing to the clerk the nature of the complaint regarding the council's procedure or administration
2. If they do not wish to write to the clerk, they should be advised to write to the chairman
3. The clerk should acknowledge receipt of the complaint and advise the complainant when the matter will be considered by the council.
4. The complainant will be invited to attend the meeting and bring with them a representative if they so wish
5. Seven clear working days before the meeting, the complainant will provide the clerk with copies of any documentation or evidence which they wish to refer to at the meeting. The council will also provide the complainant with any documentation or evidence they wish to refer to at the meeting.

At the Meeting

6. The council must decide if the matter under consideration warrants the exclusion of the press and public.
7. The Chairman will introduce everyone
8. The chairman will explain the procedure which will be followed
9. The complainant or his representative, will outline the grounds of his complaint
10. Members of the council may ask questions of the complainant
11. If relevant, the clerk will explain the council's position
12. Members of the council may ask questions of the clerk
13. The clerk first and then the complainant be offered an opportunity to sum up their case
14. The clerk and the complainant be asked to leave the meeting whilst the members decide whether or not grounds for complaint have been made. If any point has to be clarified, then both the complainant and the clerk will be invited back into the meeting.
15. The clerk and the complainant return to the meeting to hear the decision or be advised when a decision will be made.

After the Meeting

16. The decision will be confirmed in writing within 7 working dates and details of any action to be taken

Adopted 3/9/07