

IBSTONE PARISH COUNCIL **COMPLAINTS PROCEDURE**

The Clerk (proper officer) must advise the Chairman on receipt of any complaints. If together they agree that a simple letter of explanation or apology, if appropriate, from the Clerk will answer the complaint, then this shall be the first course of action. However, if the complaint is of a more serious nature and could bring into question the conduct of the Council or Clerk, then the following procedure should be followed. Complaints about an individual Councillor should be referred to the Monitoring Officer at Buckinghamshire Council

1. The complainant will be asked and encouraged to put the complaint of the council's procedures or administration in writing to the Clerk (the proper officer).
2. If the complainant does not wish to put the complaint to the Clerk, they will be asked to put it to the Chairman.
3. The Clerk will acknowledge receipt of the complaint and advise the complainant as to when the matter will be considered by the council.
4. The complainant will be invited to attend the relevant meeting (they may bring a representative with them).
5. 7 clear 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 Council shall provide the complainant with copies of any documentation to which they will refer at the meeting.
6. At the meeting the Council will consider whether it would be appropriate to exclude the press and public when dealing with the complaint. Any decision on a complaint will be announced at the council meeting with the public/press present.
7. The Chairman will introduce everyone and explain the procedure.
8. The complainant or their representative will outline the grounds for their complaint.
9. Members to ask any question of the complaint.
10. If appropriate, the Clerk will explain the Council's position.
11. Members to be given the opportunity to question the Clerk.
12. Clerk and complainant, in that order, to be offered the opportunity for a final word.
13. Clerk and complainant to be asked to leave the room while Members decide whether or not there are grounds for the complaint. If further clarification becomes necessary, both parties are to be invited back into the room.
14. Clerk and complainant return to the room to hear decision or to be advised when decision will be made.
15. The Clerk will write to confirm the decision within 7 working days together with details of any action to be taken.

Adopted: January 2018

Reviewed with amendments: January 2024