

GREAT GLEMHAM PARISH COUNCIL

COMPLAINTS PROCEDURE

The following procedure should be followed by anyone wishing to make a complaint against the Parish Council's procedures or administration.

The complaints procedure is not a means of redress for members or staff.

If you have a complaint against a Parish Councillor you should write to:

*The Monitoring Officer
East Suffolk Council
East Suffolk House
Station Road, Melton
Woodbridge IP12 1RT*

If you have a complaint against an employee of the Parish Council, you should write to the Chair:

*Chairman Mr Argus Gathorne-Hardy
Great Glemham Parish Council
Glemham House
The Grove
Great Glemham IP17 1LP*

If you have any other complaint you should write to the Proper Officer to the Council:

*Mrs Caroline Emeny
Great Glemham Parish Council
c/o 2 Old School
Laxfield
IP13 8DL*

To allow your complaint about the Parish Council's procedures or administration to be dealt with, the Parish Council has adopted the following procedure which will be followed where complaints cannot be resolved less formally by the Clerk to the Council or the prevailing Chairman.

The Parish Council will not deal with anonymous complaints.

Complaints made to the Proper Officer are complaints made to the Council. The Proper Officer will not accept complaints made on the basis that the information is not passed to the Council but will exercise appropriate discretion, for example, should the matter relate to sensitive issues, potentially create legal liabilities or relate to criminal investigations. The right to report relevant matters to enforcing authorities is reserved.

Before the Meeting

1. The complainant should be asked to put the complaint about the council's procedures or administration in writing to the clerk or other nominated officer.
2. If the complainant does not wish to put the complaint to the clerk or other proper officer, they may be advised to put it to the chairman of the council.
3. The clerk, or chair, shall acknowledge the receipt of the complaint and advise the complainant when the matter will be considered by the council or by the committee established for the purposes of hearing complaints.

4. The complainant shall be invited to attend the relevant meeting and bring with them such representative as they wish.
5. 7 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 council shall similarly provide the complainant with copies of any documentation upon which they wish to rely at the meeting.

At the Meeting

6. The council shall consider whether the circumstances of the meeting warrant the exclusion of the public and the press. Any decision on a complaint shall be announced at the council meeting in public.
7. Chairman to introduce everyone.
8. Chairman to explain procedure.
9. Complainant (or representative) to outline grounds for complaint.
10. Members to ask any question of the complainant.
11. If relevant, clerk or other proper officer to explain the council's position.
12. Members to ask any question of the clerk or other proper officer.
13. Clerk or other proper officer and complainant to be offered opportunity of last word (in this order).
14. Clerk or other proper officer and complainant to be asked to leave room while Members decide whether or not the grounds for the complaint have been made. (If a point of clarification is necessary, both parties to be invited back).
15. Clerk or other proper officer and complainant return to hear decision, or to be advised when decision will be made.

After the Meeting

16. Decision confirmed in writing within seven working days together with details of any action to be taken.