

## **CALVER PARISH COUNCIL – COMPLAINTS PROCEDURE:**

### **Before the Meeting:**

1. The complainant should set out in writing or e-mail to the Clerk their complaint about the Council's procedure or administration.
2. As an alternative, the complainant may submit their complaint to the Chairman of the Council rather than the Clerk if they prefer to do so.
3. The Clerk will acknowledge receipt of the complaint and inform the complainant when the Council will consider the matter.
4. The complainant will be invited to attend the Council meeting at which their complaint will be considered and may bring a representative of their choice to accompany them.
5. Seven clear days prior to the Council meeting, the complainant shall provide to the Council evidence or other relevant documentation on which they intend to refer to at the meeting. The Council will also provide the complainant with copies of any documentation upon which it intends to rely on, within the same timescale.

### **At the meeting:**

6. The Council will consider in view of the nature of the complaint, whether the public and press should be excluded during its consideration and if so the appropriate resolution will be passed and announced to all those present.
7. The Chairman will introduce everyone in attendance.
8. The Chairman will outline the procedure for considering the complaint.
9. The complainant and/or their representative will outline the basis of the complaint.
10. Members of the Council may ask the complainant or their representative questions regarding the matter.
11. If relevant, the Clerk will explain the Council's position.
12. Members may question the Clerk on any matter of clarification.
13. The Clerk and the complainant or their representative will be offered a final opportunity to comment (in that order).
14. The Clerk and complainant and their representative will be asked to leave the room while Members determine whether or not the grounds of the complaint have been made and have the right to invite the parties back should any point of clarification be necessary.

### **After the Meeting:**

15. The decision of the Council will be communicated in writing within seven days together with details of any action to be taken.

Adopted by Calver Parish Council  
July 2015