



STONDON PARISH COUNCIL

CODE OF PRACTICE IN HANDLING COMPLAINTS

1. **Introduction**

- 1.1 Definition of a Complaint - A complaint is an expression of dissatisfaction by one or more members of the public about the Council's action or lack of action or about the standard of a service, whether the action was taken or the service provided by Stondon Parish Council ("the Council") itself or a person or body acting on behalf of the Council.
- 1.2 From time-to-time members of the public may have complaints about the administration or procedures of the Parish Council; local Councils as corporate bodies are not subject to the jurisdiction of the Local Government Ombudsman, and there are no provisions for another body to which complaints can be referred. Therefore, it is recommended for transparency in local government, and for the benefit of good local administration, that Parish Councils should adopt a standard formal procedure for considering complaints. The Council will do its utmost to settle complaints and satisfy complainants in the interest of the good reputation of the Council.
- 1.3 The Council will bear in mind the provisions of the Data Protection Act 1998 as well as the Freedom of Information Act 2000 and all subsequent revisions in dealing with complaints.
- 1.4 In the event of a seemingly serial facetious, vexatious or malicious complaint, the Council may refer to its policy for dealing with Habitual or Vexatious Complainants or may consider taking legal advice.

2. **Complainants**

- 2.1 Complainants can be members of the public, councillors, or employees of the Council.

3. **Confidentiality**

- 3.1 The identity of a complainant will only be made known to those who need to consider a complaint. Care will be taken to maintain confidentiality where circumstances demand, e.g. where matters concern financial or sensitive information or where third parties are concerned.

4. **Complaints outside this Code**

- 4.1 The following complaints arising from specific acts are excluded from this code:

Type of conduct	Complain to
Financial Irregularity	Complaints about financial irregularity should be referred to the Council's auditor, whose name and address can be obtained from the Clerk. (Local elector's statutory right to object Council's audit of accounts pursuant to s.16 Audit Commission Act 1998).
Criminal activity	The Police
Member conduct	A complaint relating to a member's failure to comply with the Code of Conduct must be submitted to Central Bedfordshire Council.
Employee conduct	Clerk to the Council to be dealt with under internal disciplinary procedure. (If the complaint is about the Clerk, the complaint should be referred to the Chairman of the Council).

5. Complaints Committee

- 5.1 A Complaints Committee will be established as required to deal with each complaint on an individual basis therefore removing the risk of bias.

6. Complaints

- 6.1 All complaints will be deemed to be Informal Complaints unless a written complaint states that it is a Formal Complaint.

7. Informal Complaints Procedure

- 7.1 An informal complaint may be given orally or in writing to the Clerk or Chair of the Council.
- 7.2 If a complaint is given to a Councillor it is their duty to notify the Clerk or Chair of the Council.
- 7.3 The Clerk or Chair of the Council will speak directly to the complainant and will attempt to settle the complaint and to ensure that the complainant feels satisfied that their grievance has been fully considered, taken seriously and acted upon accordingly.
- 7.4 If the complaint cannot be resolved the Clerk will be informed and will instigate the Formal Complaints Procedure.

8. Formal Complaints Procedure

- 8.1 A Formal Complaint must be lodged in writing and sent to the Clerk. The written request must state that a Formal Complaint is being lodged and should request the following information:
- 8.1.1 Name, address, and telephone number of the complainant.
 - 8.1.2 The complaint about the Council's procedures or administration and the date the alleged issue took place
 - 8.1.3 How the issue has affected the complainant.
 - 8.1.4 Dated Copies of any relevant documents or other evidence to which the complainant may wish to refer at the meeting.
 - 8.1.5 Details of third parties and their involvement.
 - 8.1.6 What action the complainant believes will resolve the complaint.
- 8.2 If the complainant does not wish to put the complaint to the Clerk, they should be advised to address the complaint to the Chairman of the Council.
- 8.3 The Clerk or Chairman, as appropriate, will acknowledge the complaint and inform the complainant that a mutually convenient date for a Complaints Hearing will be scheduled within 28 days.
- 8.4 Clerk will appoint three members (including the Chairman or Vice-chair) of Council to form the Complaint Committee based availability and nature of the complaint. The committee will appoint the Chairman of the Parish Council as its chairman
- 8.5 All formal complaints will be heard in public unless the Complaints Committee expressly resolves to exclude the press and public using Standing Orders due to the confidential nature of the complaint.
- 8.6 To resolve the formal complaint, the Complaints Committee will hold a formal hearing to review the complaint and make a recommendation on behalf of the Council.
- 8.7 The complainant will be invited to attend the formal hearing if they so wish. The complainant will be invited to attend a minimum of ten days before the meeting
- 8.8 The Clerk will issue an agenda for the Complaints Hearing not less than 3 clear days before formal hearing of the Complaints Committee.
- 8.9 Any documentation not already supplied by the complainant must be sent to the Clerk or Chairman a minimum of seven clear days before the Complaints Hearing.

- 8.10 If either party provides details, documentation or evidence less than seven days clear before the Complaints Hearing, the Chairman of the Complaints Committee will decide whether to admit it.

At the Complaints Hearing Meeting

- 8.11 The Committee will decide whether the circumstances of the meeting warrant the exclusion of the public and the press. Refer also to 8.1 of this Policy.
- 8.12 The Chairman of the Committee will introduce everyone and explain the Complaints Hearing procedure.
- 8.13 The complainant will detail the complaint to the Complaints Committee.
- 8.14 Members of the Complaints Committee, if they wish, will ask questions of the complainant relating to the complaint.
- 8.15 The Clerk or Councillor as appropriate will present the Council's position relating to the complaint (if necessary).
- 8.16 Members of the Complaints Committee, if they wish, will ask questions of the Clerk/Councillor.
- 8.17 The Clerk/Councillor and the Complainant will be offered the opportunity to make any final comments (in that order).
- 8.18 The Complaints Committee will then consider the complaint in private for a maximum of 30 minutes.
- 8.19 The Complaints Committee can re-open the meeting if clarification of points is needed from either party, but both parties must be invited back to the meeting.
- 8.20 The Chairman may adjourn the meeting if wished in order that specialist advice may be sought.
- 8.21 The Chairman will ask all parties to re-join the meeting to inform them of the Committee's recommendation to full Council. If a recommendation cannot be reached at the meeting, the Chairman will advise when the recommendation will be made and communicated to the complainant.

After the Meeting

- 8.22 Any Complaints Committee's recommendation on a complaint will be ratified and announced at the next meeting of the Council.
- 8.23 Within seven days of the Council accepting the recommendation of the Complaints Committee, the Clerk will put the decision in writing to the complainant.

Adopted by Council as per schedule

Review as per schedule