

## CODE OF PRACTICE FOR HANDLING COMPLAINTS



Probus Parish Council recognises that from time to time there will be concerns expressed by members of the public over the activities of the Council or one of its members or employees. To address these issues the Council has adopted a procedure for the handling of complaints. This procedure allows people to have a form of address to the Council if they feel they have a complaint, or have been unfairly treated in their dealings with the Council staff, Councillors, the Council or its Committees.

### 1. Verbal complaints

- 1.1 On receipt of a complaint by telephone, letter or email the Clerk will try to satisfy the complainant immediately or as soon as is practicable.
- 1.2 If the Clerk is unable to answer the complaint immediately, then full details of the complaint together with the complainant's telephone number etc will be recorded so that a further verbal response can be made as soon as possible.
- 1.3 If a verbal response is unable to satisfy, then the Clerk will ask that the complaint be put in writing in order that it can be investigated more fully.

### 2. Written complaints

- 2.1 On receiving a written complaint, the Clerk shall try to settle the complaint directly.
- 2.2 If the complaint is about the behaviour of an employee or contractor of the council, the Clerk will also notify the person and offer the opportunity for comment on the manner in which it is intended to try and settle the complaint.
- 2.3 If necessary, the Clerk will send a holding letter to the complainant to allow further time to address the issues raised.
- 2.4 The Clerk or Chairman shall bring any written complaint which has not been settled to the next meeting of the Council and the Clerk shall notify the complainant of the date of the meeting. The Complainant will be offered the opportunity to explain the nature of the complaint to the meeting.
- 2.5 The Clerk shall consult with the Chairman/Vice Chairman to consider whether the written complaint warrants discussion at a Council meeting in the absence of the press and public, with the decision on the complaint shall be announced at the Council meeting in public.
- 2.6 The Clerk will communicate in writing the decision that has been made by the Council and the nature of any action taken by the Council.

### 3. Complaints against an officer of the council

- 3.1 Any complaint against an officer must be submitted in writing.
- 3.2 If the complaint is against the actions of the Clerk, it should be submitted in writing to the Chairman.
- 3.3 If the complaint is made against the actions of an employee, it will be considered as an employment issue and the Clerk will present the complaint to the Staffing Committee of the Council for consideration at a meeting held in the absence of the press or public.
- 3.4 If the complaint is made against the actions of the Clerk, it will be considered as an employment issue and the Chairman will present the complaint to the Staffing Committee of the Council for consideration at a meeting held in the absence of the press or public.
- 3.5 The Complainant may be invited to attend part of the meeting to explain the nature of their complaint, in the absence of the public and press.
- 3.6 Persons mentioned in the complaint will have the opportunity to explain the nature of their actions to the meeting, in the absence of the public and press.
- 3.7 The result of any council consideration of a complaint will be announced at a Council meeting in public.

### 4. Other complaints:

In certain circumstances procedures/bodies other than Clapham Parish Council may be appropriate in respect of the following types of complaint: -

TYPE OF CONDUCT	REFER TO
Financial irregularity	Statutory right to object to Council's audit of accounts pursuant to Local Audit & accountability Act 2014. On other matters the Council may need to consult its auditor/Audit Commission
Criminal activity	Police
Member conduct	If the complaint relates to a failure to comply with the Localism Act 2011 it must be submitted to the Monitoring Officer of Cornwall Council:  Mr S Mansell Cornwall Council Treyew Road TRURO Cornwall
Employee conduct	Internal disciplinary procedure

8. Document control

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