

HUMBERSTON VILLAGE COUNCIL

POLICY FOR HANDLING OF FORMAL COMPLAINTS

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, KJ Peers and email to:
clerk@humberstonvillagecouncil.com or send to
1 Beach View Court, Norfolk Lane, Cleethorpes DN35 8BT
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 in writing – Chairman's email is on the PC website or can be obtained from the Clerk.
3. The Council shall acknowledge the receipt of the complaint and advise the complainant when the matter will be considered by the full Parish Council and give the date of that meeting.
4. The complainant shall be invited to attend the relevant meeting and bring with them such representative as they wish and the representative can also speak on behalf of the complainant.
5. Seven 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.
6. **At the Meeting**
7. 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.

8. Chairman to introduce everyone.
9. Chairman to explain procedure as set out in this policy document.
10. Complainant (or representative) to outline grounds for complaint.
11. Members to ask any question of the complainant.
12. If relevant, the Clerk will explain the Council's position.
13. Members to ask any questions of the Clerk.
14. Clerk, if relevant, and complainant (or representative) to be offered opportunity of last word (in this order)
15. Clerk (if relevant) and complainant to be asked to leave room whilst Members decide whether or not the grounds for the complaint have been made (if a point of clarification is necessary, all parties to be invited back).
16. All parties return to hear decision, or to be advised when decision will be made.

17. After the Meeting

18. Decision confirmed in writing within seven working days, together with details of any action to be taken.
19. If satisfactory resolution of complaint cannot be reached, or complainant wishes to further complaint to another body, details of contact for Standards Board to be advised to complainant.