

# Botesdale PC Complaints Policy

The following procedure should be followed by anyone wishing to make a complaint against the Parish Council.

If you have a complaint against a Councillor, you should contact the Monitoring Officer at Mid Suffolk District Council, Janice Robinson, on 01473 296472.

If you have a complaint against an employee or contractor for the Parish Council, you should contact the Chair of the Council via the Parish Clerk:

Chair, Botesdale Parish Council c/o Wayside Cottage, Cherry Tree Lane, Botesdale, Suffolk, IP22 1DL

If you have any other complaint you should write to the Parish Clerk:

Botesdale Parish Council, Wayside Cottage, Cherry Tree Lane, Botesdale, Suffolk, IP22 1DL

To allow your complaint about the Parish Council to be dealt with, the Parish Council has adopted the following Code of Practise which will be followed where complaints cannot be resolved less formally by the Parish Clerk or the Chair of the Council.

## **Before the Meeting:**

1. The Complainant will be asked to put the complaint about the Council's procedures or administration in writing to the Council's Proper Officer, the Parish Clerk.
2. If the Complainant does not wish to put the complaint to the Clerk, they will be advised to put it to the Chair of the Council.
3. The Clerk will acknowledge the receipt of the complaint and advise the Complainant as to when the Parish Council will consider the matter.
4. The Complainant will be invited to attend the relevant meeting and bring with them representation if they wish.
5. By seven clear working days prior to the meeting, the Complainant will provide the Council with copies of any documentation or other evidence to which they wish to refer at the meeting. The Council will similarly provide the Complainant with copies of documentation upon which they wish to rely at the meeting.
6. The Clerk will consider whether the circumstances of the meeting warrant the exclusion of the public and the press.

## **At the Meeting:**

1. The Chair will introduce everyone.
2. The Chair will explain the procedure.
3. The Complainant (or their representative) will outline the grounds for complaint.
4. The Council members will then ask any question of the Complainant.
5. If relevant or necessary, the Clerk as Proper Officer will explain the Council's position.
6. The Council members will ask any question of the Clerk.
7. The Complainant (and the Clerk if the subject of the complaint) will be offered the opportunity of a last word.
8. The Complainant (and the Clerk if the subject of the complaint) will be asked to leave the room while the Council members decide whether or not the grounds for the complaint have been made.  
*Note: If a point of clarification is necessary then any leavers will be invited back.*
9. The Complainant will return to hear the Council's decision or will be advised as to when the decision will be made.
10. Any decision on a complaint will be announced at the Council meeting.

## **After the Meeting:**

The decision will be confirmed to the Complainant in writing within seven working days together with details of any action to be taken.