

COSBY PARISH COUNCIL **COMPLAINTS PROCEDURE**

1. The following procedure will be adopted for dealing with complaints about the administration of the Council or its procedures. Complaints about a policy decision made by the Council will be referred back to the Council, or relevant Sub-Committee, as appropriate, for consideration.
2. This procedure does not cover complaints about the conduct of a Member of the Parish Council. These are covered by the Code of Conduct for Members adopted by the Council on 17th October 2019. If a complaint against a councillor is received by the Council, it will be referred to the Monitoring Officer at Blaby District Council.
3. If a complaint about procedures, administration or the actions of any of the Council's employees is notified orally to a Councillor, or to the Clerk to the Council, a written record of the complaint will be made, noting the name and contact details of the complainant and the nature of the complaint.
4. The complainant will be asked to put the complaint in writing (letter or e-mail) to the Clerk to the Council, **Mr Les Phillimore, 76 Springwell Lane, Whetstone, Leicester. LE8 6LT** (Email: clerk@cosbyparishcouncil.org.uk). The complaint will be acknowledged within 7 days of receipt. Refusal to put the complaint in writing does not necessarily mean that the complaint cannot be investigated, but it is easier to deal with if it is in writing.
5. If the complainant prefers not to put the complaint to the Clerk to the Council (because the matter relates to the Clerk, for example,) he or she should be advised to write to the **Chair c/o 76 Springwell Lane, Whetstone, Leicester. LE8 6LT**. The envelope should be marked **Private and Confidential**.
6. On receipt of a written or oral complaint, the Clerk to the Council (except where the complaint is about his or her own actions) or Chair of Council (if the complaint relates to the Clerk) will seek to settle the complaint directly with the complainant.

This will not be done without first notifying any person complained about and giving him or her an opportunity to comment either verbally or in writing. Every effort will be made to resolve the complaint at this stage.

Where the Clerk to the Council or a Councillor receives a verbal or written complaint about the Clerk's actions, he or she will refer the complaint to the Chair of the Council.

Depending on the circumstances, the Chair may refer any such complaint to a relevant sub-committee to look further into the matter. The Clerk to the Council will be formally advised of the complaint and given an opportunity to comment.

7. The Clerk to the Council (or Chair) will report any complaint disposed of by direct action with the complainant to the next Council meeting.
8. The Clerk to the Council (or Chair) will report any complaint that has not been resolved to the next meeting of the Council. The Clerk will notify the complainant of the date on which the complaint will be considered and the complainant will be offered an opportunity to explain the complaint to the Council orally.

9. Grievance or disciplinary matters that are taking place, or are likely to take place, should be dealt with in accordance Cosby Parish Council Grievance and Disciplinary Procedures.
10. The Council may consider whether the circumstances of any complaint warrant the matter being discussed in the absence of the press and public, but any decision on the complaint will be announced at the Council meeting in public.
11. As soon as possible after the decision has been made (and in any event not later than 10 working days after the meeting) the complainant will be notified in writing of the decision and any action to be taken by the Clerk (or the Chair if the complaint is about the Clerk).
12. The Council may defer dealing with any complaint if it is of the opinion that issues arise on which further advice is necessary. The advice will be considered and the complaint dealt with at the next meeting after the advice has been received.

Adopted by Cosby Parish Council : 27th April 2017