

# FLORE PARISH COUNCIL

## Complaints Procedure

The following procedure will be adopted for dealing with any complaints received. This does not include complaints regarding the conduct of a member of the parish council. If the complaint is in relation to a councillor breaching the Council's adopted Code of Conduct then this would be referred to the Standards Board, via the Daventry District Council Monitoring Office.

Verbal complaints about procedures, administration or the actions of the Clerk which are received by Councillors or the Clerk must be written down. All details of the complainant and the nature of the complaint will be recorded

The complainant will be asked to put the complaint in writing to the Clerk or, if the complainant prefers, to the Chairman.

On receipt of a written complaint, the Clerk or the Chairman will seek to settle the complaint directly with the complainant. This will not be done without first notifying the person under question by giving them an opportunity to comment. Efforts should be made to resolve the complaint at this stage. Likewise if the Clerk or a Councillor receives a written complaint about the Clerk's actions, he or she shall refer the complaint to the Chairman. The Clerk will be formally advised of the matter and given an opportunity to comment.

The Clerk or Chairman will report any complaint dealt with or any complaint that has not been resolved by direct action with the complainant to the next meeting of the Council. The complainant will be informed of the date of the next meeting and will be offered an opportunity to speak to the Council personally.

The Council may consider whether the circumstances of any complaint warrant the matter being discussed in the absence of the press and public. Any decisions made regarding the complaint will be announced at the full Council meeting.

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Chairman

Adopted at Flore Parish Council Meeting  
19<sup>th</sup> March, 2012