

CARLTON LE MOORLAND PARISH COUNCIL

COMPLAINTS PROCEDURE

1. The following procedure is to be used for dealing with complaints about the Council's administration or procedures.
2. This procedure does not relate to complaints about the conduct of a member of the Parish Council. Any such complaints shall be dealt with by Monitoring Officer at North Kesteven District Council.
3. Any oral complaint about procedures, administration or actions of any of the Council's employees shall be made into a written record containing the name and contact details of the complainant, and the nature of the complaint.
4. The Clerk shall ask the complainant to make the complaint in writing to him/her, by letter or email. In the event of the complainant being unable to do so whatever reason, the Clerk shall offer to do so on his/her behalf. The complaint shall be dealt with within 21 days, or such longer time if agreed with the complainant.
5. If the complainant does not wish to make the complaint to the Clerk, he/she shall be advised to write to the Chairman.
6. On receipt of a written complaint, the Clerk or Chairman (according to circumstances) shall try to settle the matter directly with the complainant, but not before giving the person(s) complained about the opportunity to comment. Any complaint about the Clerk's actions shall be referred to the Chairman, who shall formally advise the Clerk of the complaint, and give him/her opportunity to comment.
7. The Clerk or Chairman shall report any resolved complaint to the next meeting of the Council.
8. The Clerk or Chairman shall report any unresolved complaint to the next meeting of the Council, the Clerk having notified the complainant accordingly, and informed him/her that he/she may explain the complaint orally at the meeting.
9. Grievances or disciplinary proceedings shall be dealt with according to the Council's policies on these matters.
10. The Council may discuss any complaint in closed session but shall announce its decision in public at the meeting.
11. The complainant shall be informed in writing of the decision no later than 10 days after the meeting.

12. If the Council decides that it needs to obtain advice to enable it to make its decision, it shall seek that advice, and make its decision at the next meeting after it has obtained that advice.