



## **Great Finborough Parish Council** **Complaints Procedure Policy**

For the benefit of good local administration, Great Finborough Parish Council has adopted a standard and formal procedure for considering complaints either made by complainants direct or which have been referred back to the Council from other bodies. The procedure below is a way of ensuring that complainants can feel satisfied that at least their grievance has been properly and fully considered.

This procedure is designed for those complaints that cannot be satisfied by less formal measures or explanations provided to the complainant by the Clerk or Chairman.

It may be that the Clerk and/or the Chairman at the meeting represents the position of the Council. If the Clerk and/or Chairman is putting forward the justification for the action or procedure complained of, he or she should not advise the Council or Committee.

At all times, the rules of natural justice will apply. In other words, all parties should be treated fairly and the process should be reasonable, accessible and transparent.

### **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.
2. If the complainant does not wish to put the complaint to the Clerk, they may be advised to put it to the Chairman of the Council.
3. The Clerk shall acknowledge the receipt of the complaint and advise the complainant when the matter will be considered by the Council or by the Committee established for the purposes of hearing complaints.
4. The complainant shall be invited to attend the relevant meeting and bring with them such representative as they wish.
5. 7 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.

### **At the Meeting**

6. 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.
7. Chairman to introduce everyone.
8. Chairman to explain procedure.
9. Complainant (or representative) to outline grounds for complaint.

- 10. Members to ask any question of the complainant.
- 11. If relevant, Clerk or Chairman to explain the Council's position.
- 12. Members to ask any question of the Clerk or Chairman.
- 13. Clerk or Chairman and complainant to be offered opportunity of last word (in this order).
- 14. Clerk or Chairman and complainant to be asked to leave room while Members decide whether or not the grounds for the complaint have been made. (If a point of clarification is necessary, both parties to be invited back).
- 15. Clerk or Chairman and complainant return to hear decision, or to be advised when decision will be made.

**After the Meeting**

- 16. Decision confirmed in writing within seven working days together with details of any action to be taken.

Signed: ..... Chairman, Great Finborough Parish Council

Signed ..... Clerk, Great Finborough Parish Council

Dated: .....

**Adopted on:** 9<sup>th</sup> March 2026

**Next Review:** March 2028