



A-barth Onan Hag Oll Representing One and All

COMPLAINTS PROCEDURE

It is hoped that in the normal course of events, the Clerk, upon receipt of a complaint, be it verbal or written, can deal with complaints to the satisfaction of the complainant.

There may be occasions, however, when this is not possible and Stithians Parish Council recognises the fact that from time to time there may be concerns expressed by members of the public over the actions of the Council or one of its Members or employees. To address these issues, Stithians Parish Council has adopted the following procedure for the handling of complaints.

All complaints should be addressed to the Clerk unless they are made against the Clerk, in which case they must be made in writing addressed to the Chairman.

1. COMPLAINTS RELATING TO ACTIONS OF THE COUNCIL

VERBAL COMPLAINTS

1. On receipt of a verbal complaint the Clerk will try to satisfy the complainant immediately or as soon as is practicable.
2. If the Clerk is unable to answer the complaint immediately, then full details of the complaint together with the complainant's telephone number etc will be recorded so that a further verbal response can be made as soon as possible.
3. If a verbal response does not satisfy the complainant, then the Clerk will ask that the complaint be put in writing in order that it can be investigated more fully.

WRITTEN COMPLAINTS

1. On receiving a written complaint, the Clerk will try to settle the complaint directly.
2. If necessary, the Clerk will send an interim letter to the complainant to allow further time to address the issues raised.
3. The Clerk or Chairman will bring any written complaint that has not been settled, to the next meeting of the Council and the Clerk will notify the complainant of the date of that meeting. The Complainant will be offered the opportunity to explain the nature of the complaint to the meeting.

4. The Clerk will consult with the Chairman/Vice Chairman to consider whether or not the written complaint warrants discussion at a Council meeting in the absence of the press and public, with the decision on the complaint being announced at the Council meeting in public.
5. The Clerk will communicate to the complainant in writing the decision that has been made by the Council and the nature of any action taken by the Council.

2. COMPLAINTS AGAINST A MEMBER OR OFFICER OF THE COUNCIL

Complaints by Members against other Members, the Chairman or an Officer of the Council must be submitted in accordance with this Clause. If the Member is not satisfied with the outcome, then that Member may contact the Monitoring Officer as detailed below.

1. Any complaint against a Member or Officer must be submitted in writing.
2. If the complaint relates to the actions of the Clerk, it must be submitted in writing to the Chairman.
3. If the complaint relates to the actions of a Member or Employee, the Clerk will present the complaint to the Council for consideration at a meeting held in the absence of the press and public.
4. If the complaint is made against the actions of the Clerk, the Chairman will present the complaint to the Council for consideration at a meeting held in the absence of the press and public and the Clerk.
5. If the complaint relates to the behaviour of a Member or employee of the Council, the Clerk must notify the Member or employee and offer the opportunity for comment on the manner in which it is intended to try and settle the complaint.
6. The Complainant may be invited to attend part of the meeting to explain the nature of their complaint, in the absence of the public and press.
7. Persons mentioned in the complaint will have the opportunity to explain the nature of their actions to the meeting, in the absence of the public and press.
8. The result of any Council decision on a complaint will be announced at a Council meeting in public and the resolution will be recorded in the Minutes.

If a member of the public feels that the above procedures are inappropriate s/he may submit a complaint against a Member or Members of the Council to the Cornwall Council Monitoring Officer at the following address:

Cornwall Council
New County Hall
Treyew Road
Truro
Cornwall TR1 3AY

Telephone: 0300 1234 100

E-mail: enquiries@cornwall.gov.uk

Website: www.cornwall.gov.uk

**JV Calvert
Clerk and RFO
May 2019**

**Adopted by the Council at the Annual Meeting held on 21st May 2019
under Minute AM19/29**