



KING'S SOMBORNE PARISH COUNCIL
COMPLAINTS PROCEDURE

Adopted by the Parish Council at its meeting on 2 Dec 2019

Mrs Gail Foster
Clerk to King's Somborne Parish Council

Annex D

COMPLAINTS PROCEDURE

1. General

- 1.1 Complaints against employees should be dealt with under employment legislation. Complainants should be assured that the matter will be dealt with internally as such and appropriate action taken as required.
- 1.2 Persons wishing to complain about a King's Somborne Councillor should be advised to contact the Test Valley Borough Council Monitoring Officer for further information.
- 1.3 Complainants should be assured that their grievances will be properly and fully considered. It may be appropriate for a committee to be established to consider the action to be taken in which case the conclusions reached shall be reported to the next full Council meeting.
- 1.4 The procedure outlined below is designed for those complaints which cannot be satisfied by less formal measures or explanations provided to the complainant by the Clerk or other Proper Officer or by the Chairman.
- 1.5 At all times, the rules of natural justice will apply requiring all parties to be treated fairly and the process to be reasonable, accessible and transparent.

2. Before the meeting

- 2.1 The complainant shall be asked to put the complaint about the Council's procedures or administration in writing to the Clerk or other nominated proper officer.
- 2.2 If the complainant does not wish to put the complaint to the Clerk or other proper officer, s/he shall be advised to put it to the Chairman.
- 2.3 The Clerk shall acknowledge the receipt of the complaint and advise the complainant when the matter will be considered by the Council or the committee established for the purpose of hearing complaints.
- 2.4 The complainant shall be invited to attend the relevant meeting and bring such representatives as s/he wishes.
- 2.5 Seven clear working days before the meeting, the complainant shall provide the Council with copies of any documentation or other evidence which s/he wishes to refer to at the meeting. The Council shall similarly provide the complainant with copies of any documentation upon which it wishes to rely at the meeting.

3. At the meeting

- 3.1 The Council shall consider whether the circumstances at 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.
- 3.2 The Chairman shall introduce everyone.
- 3.3 The Chairman shall explain the procedure.
- 3.4 The complainant or representative shall outline the grounds for the complaint.
- 3.5 The committee members may ask any question of the complainant or representative.
- 3.6 If relevant, the Clerk or other proper officer shall explain the Council's position.
- 3.7 The committee members may ask any question of the Clerk or other proper officer.

- 3.8 The Clerk or other proper officer and the complainant and representative if present shall be offered the opportunity of making a final statement (in this order).
- 3.9 The Clerk or other proper officer and the complainant and representative if present shall be asked to leave the room while committee members decide whether or not the grounds for the complaint have been established. Both parties shall be invited back if a point of clarification is necessary.
- 3.10 The Clerk or other proper officer and the complainant and representative if present shall return to hear the decision or to be advised when a decision will be made.

4. After the meeting

- 4.1 The decision shall be confirmed in writing within seven working days together with details of any action to be taken.