



BISHOPSTOKE PARISH COUNCIL

COMPLAINTS PROCEDURE

**This Complaints Procedure was last adopted
by the Parish Council at its meeting on**

23rd February 2021

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Clerk to Bishopstoke Parish Council

**BISHOPSTOKE PARISH COUNCIL
COMPLAINTS PROCEDURE**

Amendment Sheet

Amendment No.	Date Incorporated	Subject
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COMPLAINTS PROCEDURE

1 General

- 1.1** Complaints about Bishopstoke Parish Council decisions, procedures, policies or other Council business are dealt with using this complaints procedure.
 - 1.1.1** Complaints against employees will be dealt with in accordance with employment legislation and the Council's grievance policy as covered in Section 24 of Standing Orders. Complainants should be assured that the matter will be dealt with and appropriate action taken as required.
 - 1.1.2** Persons wishing to complain about a Bishopstoke Councillor should be advised to contact the Eastleigh Borough Council Monitoring Officer for further information.
- 1.2** 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.
- 1.3** The procedure outlined in this Procedure 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 Chair.
- 1.4** At all times, the rule 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, they shall be advised to put it to the Chair.
- 2.3** The Clerk / Chair shall acknowledge the receipt of the complaint.
- 2.4** The complainant shall be advised that the matter will be considered by the Council or the committee established for the purpose of hearing complaints. The complainant shall be invited to attend the relevant meeting and bring such representatives as they wish.
- 2.5** Seven clear working days before 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 non-confidential documentation, or confidential documentation which has been deemed disclosable, 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 Chair shall introduce everyone.
- 3.3** The Chair 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 questions 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 questions 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, if any.