

Fillongley Parish Council

COMPLAINTS PROCEDURE

Fillongley Parish Council recognises that the Local Government Ombudsman has no jurisdiction over parish and town councils and therefore in the interests of reasonableness, accessibility, and transparency has put in place its own Complaints Procedure based on recommended good practice and advice from WALC. At all times the rules of natural justice will apply.

Any complaint should be put in writing to the Chairman of the Parish Council or Parish Clerk giving the complainants full name, address and contact telephone number together with the nature of the complaint.

Any complaint will be dealt with confidentially.

Receipt of a complaint will be acknowledged within five working days. (Except in cases of annual holiday).

If the complaint can not be addressed satisfactorily by the Chairman/or Parish Clerk, then this will be heard by the Parish Council. Notification of when this meeting will take place will be given to the complainant.

Any documents relating to the complaint from the complainant and the Parish Council must be made available to either side within seven clear working days of the meeting, in order for these to be read before the meeting.

In the interests of confidentiality, at the meeting, the Parish Council should decide whether to exclude the public and press from such a meeting. However, any decision on a complaint shall be announced at the next Parish Council Meeting.

The complainant (or representative) should outline the grounds for the complaint after which questions may be asked by members of the Parish Council.

If the Complaint regards an employee, the employee and the complainant should leave the room for discussion by the Parish Council – if necessary, both parties could be invited back if there is a need for clarification. If it is a general complaint, the Complainant should leave the room.

Both the employee and complainant should be given the opportunity to wait for the Parish Council's decision but if this is unlikely to be finalised at the meeting they should be advised of when this is likely to be made and when they should expect details. The Council will aim to confirm the decision in writing within seven working days together with details of any action to be taken.

Complaints about an individual Parish Councillor should be submitted to the The Standards & Ethics Committee via the Monitoring Officer in a letter, by using a Standards and Ethics' Complaint Form available from North Warwickshire Borough Council, The Council House, South Street, Atherstone. The Chairman of the Parish Council should be advised of the complaint.

This Complaints Procedure was Approved at the Fillongley Parish Council Meeting,

Date 17th June 2010