

RADNAGE PARISH COUNCIL COMPLAINTS HANDLING PROCEDURE

This procedure covers formal complaints against the Council as an organisation (as opposed to individual Councillors or staff). The Council aims to resolve such problems using less formal measures but realise that it may on occasion be necessary to handle a matter using the procedure set out herein.

For Complaints about the Council's Procedures or Administration.

Before making your formal complaint

You should not make a formal complaint just because you do not agree with a Parish Council decision. You will need to show correct procedures or policies were not followed and that this resulted in an unfair outcome. The complaint should be directed to the Clerk, and if not resolved, the following procedure will be instigated:

Initial Procedure

1. The complainant should be asked to put the complaint about Radnage Parish Council's procedures or administration in writing to the Clerk and must include the following:
 - The nature of the complaint in detail
 - The subject of the complaint (e.g Topic, Member of the Council)
 - The remedy sought.
2. The Clerk will send a copy of the complaint to the Chairman (or Vice-Chairman if the complaint is against the Chairman).
3. The Clerk shall acknowledge the receipt of the complaint and advise the complainant when the matter will be considered by the Parish Council.
4. The complainant shall be invited to attend the Parish Council Meeting and bring with them such representative as they wish.
5. Seven clear working days prior to the meeting, the complainant shall be asked to 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

1. Radnage Parish Councillors 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 meeting in public.
2. The Chairman of the meeting to introduce everyone.
3. The Chairman of the meeting to explain the procedure.
4. Complainant (or representative) to outline grounds for complaint.
5. Members of the Parish Council to ask any question of the complainant.
6. If relevant, Clerk or Chairman to explain the Council's position.
7. Members of the Council to ask any question of the Clerk or Chairman of the meeting.
8. Clerk or Chairman of the meeting and complainant to be offered the opportunity of the last word (in this order).
9. Clerk or Chairman of Committee and complainant to be asked to leave the room while Councillors 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).
10. Clerk or Chairman and complainant to return to hear decision, or to be advised when a decision will be made.

After the Meeting

The Clerk will confirm the decision, in writing, within seven working days, with details of any action to be taken.