

OLD BASING AND LYCHPIT PARISH COUNCIL

COMPLAINTS PROCEDURE

This procedure sets out the method for dealing with complaints that any person may have about Old Basing and Lychpit Parish Council's administration and/or its policies and procedures.

1. If a complaint about procedures or administration is notified orally to a councillor or the clerk and it is not possible to satisfy the complainant fully forthwith, the complainant should be asked to put his complaint in writing to the clerk and be assured that it will be dealt with promptly after receipt.
2. If the complainant prefers not to put the complaint to the clerk he shall be advised to address it to the chairman.
3. The clerk shall acknowledge the complaint and advise the complainant when the matter will be considered by the council. The complainant shall be invited to attend the relevant meeting and bring with them such representative as they wish.
4. The clerk or chairman shall bring any written complaint that has not been resolved to the next meeting of the council. The council shall defer dealing with any written complaint only if it is of the opinion that issues of law or practice arise on which advice is necessary. The complaint shall be dealt with at the next meeting after the advice has been received.
5. At least seven working days before the meeting, the complainant shall provide the council with copies of any documentation or other evidence which he wishes to refer to at the meeting. The council shall similarly provide the complainant with any documentation upon which it wishes to rely at the meeting.
6. The council shall consider whether the circumstances relating to any complaint warrant the matter being discussed in the absence of the press and public but any decision on a complaint shall be announced at the council meeting in public.
7. At the meeting, the chairman shall introduce those present and explain the procedure. The complainant shall then be asked to outline the grounds for complaint. Members should be given the opportunity to ask questions of the complainant directly related to the complaint. The clerk or other relevant officer may be asked to explain the council's position and members should, again, be given the opportunity to ask questions.

7. As soon as possible after the decision has been made and, in any event within seven days, it shall be communicated in writing to the complainant together with details of any action to be taken.

Complaints about individual councillors:

Complaints about a councillor are now subject to the jurisdiction of the Standards Board. Complaints should be directed to the local Standards Committee at Basingstoke and Deane Borough Council – contact details available from the clerk.

Complaints about employees

Complaints about members of staff are dealt with as employment matters in accordance with the Parish Council's disciplinary procedure.

Date Agreed: August 2008