

BARWICK IN ELMET AND SCHOLES PARISH COUNCIL
COMPLAINTS PROCEDURE

- 1) All complaints against the Parish Council or its members must be communicated in writing to the Chairman or Clerk to the Council within a period of six months from the incident giving rise to the complaint
- 2) As well as stating the nature of the complaint, the complainant should state their name and address, advise whether they wish their complaint to be treated confidentially and if possible indicate the outcome which they expect from their complaint
- 3) Unless there are unforeseen circumstances all complaints will be acknowledged within ten days and the acknowledgement will inform the complainant as to who will be dealing with the complaint, the likely timescale involved (normally the Council will endeavour to respond to the complaint within a further thirty days) and advise the next steps in the complaints procedure
- 4) On receipt of a complaint the Chairman will establish a sub-committee of two Councillors from each Ward to investigate the complaint and will Chair the sub-committee unless the complaint involves the Chairman personally in which case the vice chairman will chair the sub-committee. If in the alternative the Chairman or Vice Chairman of the Parish Council consider that due to the nature of the complaint the sub-committee should be chaired by an independent chairman they will seek the agreement of a suitable person, such as the Chairman of a neighbouring Parish Council, to undertake this task
- 5) Within the timeframe indicated to the complainant in (3) above the Clerk to the Council will write to the Complainant advising whether or not the complaint is upheld. The Council will give its reasons for its decision and advise details of any action which is to be taken as a result of the complaint
- 6) If the Complainant remains dissatisfied they may seek a meeting with the sub-committee to discuss the matter at interview (if they wish in the company of a friend). Should they choose to be legally represented at this meeting the Council reserves the right to be similarly represented.
- 7) If such a meeting is requested the complainant will be advised of the date and time of the meeting and if not convenient they will be able to re-arrange the appointment on no more than two occasions. At the meeting they will be given the opportunity to state the nature of their complaint and the Clerk or a nominated Councillor will explain the Council's position. Should the complainant fail to attend an arranged meeting it will take place in their absence
- 8) Following any such meeting the Council will again respond advising whether there is any change in the outcome advised in (5) above
- 9) If for any reason it is considered by the Council that the complaint should be directed elsewhere or should involve legal representation the complainant will be advised of this when the complaint is acknowledged