

Mappleborough Green Parish Council

COMPLAINTS PROCEDURE

Mappleborough Green 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. 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 complainant's 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, giving a time scale for response.

If the complaint cannot be addressed by the Chairman or Parish Clerk then it will be heard by the Parish Council at a specially convened meeting.

Notification of when this meeting will take place will be given to the complainant. He/she may bring a representative to the meeting if they wish.

Any documents relating to the complaint from the complainant and the Parish Council must be made available to either side within seven working days of the convened 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 the Clerk, nominated officer or members of the Parish Council.

The Clerk or nominated officer should explain the Parish Council's position after-which they may be asked questions by the complainant or their representative.

A summary from both sides would then follow. The Clerk or nominated officer and the complainant should leave the room to allow discussion by the Parish Council – if necessary both parties may be invited back if there is a need for clarification.

Both the Clerk 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 Parish Council will aim to confirm the decision in writing within seven working days of the meeting 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 Stratford-on-Avon District Council at Elizabeth House or by telephoning 01789-260603 for a form.

The Chairman of the Parish Council should be advised of the complaint.

This Complaints Procedure was adopted at the Parish Council Meeting, 1 February 2010.

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