

# FULBOURN PARISH COUNCIL



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## COMPLAINTS POLICY

Fulbourn Parish Council has a procedure which will help it to respond to any complaints made by the public. You should complain if you honestly believe Council has:

- Done something the wrong way
- Done something it should not have done
- Failed to do something it should have done.

At all times, the rules of natural justice will apply. In other words, all parties should be treated fairly and the process should be reasonable, accessible and transparent.

The Complaints procedure is not designed as an appeal system to question decisions of Council which were properly taken or to challenge policy. It is to check that everything that should have been done has been done and Council procedures and policies have been followed.

- 1 If a complaint about procedures or administration is notified orally to a Councillor or the Clerk and they cannot satisfy the complainant fully, the complainant shall be asked to put the complaint in writing to the Clerk and be assured that it will be dealt with promptly after receipt.
- 2 If a complainant prefers not to put the complaint in writing to the Clerk he or she shall be advised to put it to the Chairman.
  - a) On receipt of a written complaint the Clerk or chairman, as the case may be, shall (except where the complaint is about his or her own actions) try to settle the complaint directly with the complainant but shall not do so in respect of a complaint about the behaviour of the Clerk or a Councillor without first notifying the person complained of and giving an opportunity for comment on the manner in which it is intended to attempt to settle the complaint.
  - b) Where the Clerk or Chairman receives a written complaint about his or her own actions, he or she shall forthwith refer the complainant to Council.

- 3 The Clerk or Chairman shall report to the next meeting of the Council any written complaint disposed of by direct action with the complainant.
- 4 The Clerk or Chairman shall bring any written complaint which has not been settled to the next meeting of the Council and the Clerk shall notify the complainant of the date on which the complaint will be considered and the complainant shall be offered an opportunity to explain the complaint orally.
- 5 The Council shall consider whether the circumstances attending the complaint warrant the matter being discussed in the absence of the press and public but any decision on the complaint shall be announced at the Council meeting in public.
- 6 As soon as may be after the decision has been made, it, and the nature of any action to be taken, shall be communicated in writing to the complainant.
- 7 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 will be dealt with at the next meeting after the advice has been received.

## **MONITORING AND REVIEW**

This Policy will be reviewed annually or in the following circumstances:

- changes in legislation and/or governance guidance
- as a result of any other significant change or event

Date reviewed and adopted: 9<sup>th</sup> May 2018