

BOXTED PARISH COUNCIL

COMPLAINTS PROCEDURE – reviewed May 2020

<p><u>CHAIRMAN</u> Councillor Cheryl Damen 2 Horkesley Road Boxted Colchester CO4 5HS chairboxtedpc@gmail.com</p>	<p><u>PARISH COUNCIL OFFICE</u> The Clerk to the Council Karen Thompson c/o Boxted Parish Council Gables, The Street Bradfield Manningtree Essex CO11 2UU e-mail: boxtedparishcouncil@gmail.com Tel: 07971 525688</p>
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If there is an occasion when you feel that the Council has done something wrong or badly or failed to do something that you expected, or if you have a complaint about the attitude or conduct of a council employee then you may feel you need to complain.

The purpose of this document is to inform you:

- a) How to complain to Boxted Parish Council
- b) How we will deal with your complaint
- c) What to do if you are still not satisfied.

In all instances you can expect your complaint to be acknowledged within three working days of receipt, and if the matter cannot be resolved immediately, because further investigation is needed, you will be advised of the timescales involved and you will be kept informed of progress on a weekly basis should the investigation prove to be lengthy

Step 1

Contact the Clerk to the Council, (contact details above) and ask them to investigate for you or explain the actions of the Council. The Clerk will liaise with the Chairman (or the Vice Chairman if the complaint is against the Chairman) to find an amicable solution. If your complaint is about the Clerk, please contact the Chairman (contact details above).

If you are still not satisfied:

Step 2

Please put your complaint in writing. Please use the complaints form enclosed with an accompanying letter if you wish to give more details and send to Boxted Parish Council office as detailed above. If you need help with completing this form, we can arrange for someone to help you.

Step 3

Upon receipt of your written complaint a copy will be circulated to all councillors, (including the subject of the complaint if the complaint is against an individual), and the matter will be considered by the Council at a Full Council meeting, which will take place on a date and time to be determined by the Chairman (or Vice Chairman if

the complaint is against the Chairman). The quorum for the meeting will be decided in accordance with the Council's current Standing Orders and if the complaint is against an individual member then the subject of the complaint will not be included as a voting member for the purposes of calculating the quorum.

Step 4 - Procedures at the Full Council Meeting

The complainant (and the subject of the complaint if the complaint is against an individual) will be invited to attend the meeting and each will be given the opportunity to speak/defend their position.

The Council will decide whether to hold the meeting to consider the complaint in public. Under the Public Bodies (Admission to Meetings) Act 1960, the public and representatives of the press and broadcast media may be excluded from the meeting during the consideration of this matter. If it is considered to be in the public interest, and at the discretion of the Council, the minutes of the meeting may be made publically available at a later date

The Council may ask questions of all parties present.

The complainant (and the subject of the complaint if the complaint is against an individual) will be asked to leave the meeting.

The Council will reach a decision as to whether to uphold the complaint in full or part and will recommend a remedy to the complaint. If the complaint is against a member of the Council which is upheld by the Council, the Council may defer the matter to the Borough Council's Standards Committee for guidance as to the appropriate action.

The Council's decision will be final.

The complainant (and the subject of the complaint if the complaint is against an individual) will be asked back into the meeting and advised of the Council's decision.

The final decision will be communicated to all parties in writing if required – there will be no further correspondence from this Council on the matter.

If you are still not satisfied:

If your complaint is about an individual Councillor, you can contact the Monitoring Officer at Colchester Borough Council:

The Chairman of the Allegations Sub-Committee
c/o Andrew Weavers
Monitoring Officer, Colchester Borough Council
Town Hall, High Street
ColchesterCO1 1FR

Tel: 01206 282213

Fax: 01206 573911

E-mail: andrew.weavers@colchester.gov.uk

COMPLAINTS FORM – BOXTED PARISH COUNCIL

Name.....

Address.....

.....**Post Code**.....

Telephone **Email:**

What do you consider the Council has done wrong or failed to do?

How has the problem affected you?

What should the Council do to put things right?

Who have you spoken to about this and when? Please quote any reference numbers.

Signed.....
(to be signed by the person making the complaint)

Dated.....