

# **Thorganby Parish Council**

## **Complaints Procedure**

### **Before the Meeting**

1. The complainant should be asked to put the complaint about the Parish Councils procedures or administration in writing to the clerk.

Mrs Julie Leighton-Eshelby (Clerk to Thorganby Parish Council)

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Postal Address: 7 Carr Close, Hemingbrough, Selby, YO8 6YU

Tel: 01757 630077

2. If the complaint concerns the clerk, he or she should be advised to address it to the Chairman of the Parish Council.

3. The clerk shall acknowledge receipt of the complaint and advise the complainant when the matter will be considered by the Parish Council. The complainant must be asked to confirm if he or she wants the complaint to be treated confidentially.

4. The complainant shall be invited to attend a meeting and to bring with them a representative if they wish to do so.

5. Seven clear working days prior to the meeting, the complainant shall provide the Parish Council with copies of any documentation or other evidence to be relied on. The Parish Council shall provide the complainant with copies of any documentation upon which they wish to rely on and shall do so promptly, allowing the complainant the opportunity to read the material in good time for the meeting.

### **At the Meeting**

6. The Parish Council shall consider whether the circumstances of the meeting warrant the exclusion of the public and press. Any decision on a complaint shall be announced at the Parish Council meeting in public.

7. The Chairman should introduce everyone and explain the procedure.

8. The complainant (or representative) should outline the grounds for complaint and, thereafter, questions may be asked by the clerk and Parish Councillors.

9. The clerk will have the opportunity to explain the Parish Councils position and questions may be asked by the complainant and Parish Councillors.

10. The clerk and then the complainant should be offered the opportunity to summarise their position.

11. The clerk and the complainant should be asked to leave the room while members decide whether or not the grounds for the complaint have been made. If a point of clarification is necessary, both parties shall be invited back.

12. The clerk and the complainant should be given the opportunity to wait for the decision but if the decision is unlikely to be finalised on the day they should be advised when the decision is likely to be made and when it is likely to be communicated to them.

### **After the Meeting**

13. The decision should be confirmed in writing within seven working days together with details of any action to be taken.

*Produced in accordance with the Yorkshire Local Councils Associations (YLCA) and the National Association of Local Councils (NALC)*

To be reviewed annually at the Annual Meeting of Thorganby Parish Council

Signed:

Position: Vice Chairman

Date: 08/05/2018