

# CHALE PARISH COUNCIL

## COMPLAINTS PROCEDURE

1. The following procedure will be adopted for dealing with complaints about Chale Parish Council's administration or its procedures. Complaints about a policy decision made by Chale Parish Council will be referred back to the Parish Council, or relevant Committee, as appropriate for consideration.
2. This procedure does not cover complaints about the conduct of a member of Chale Parish Council. Any complaint that a Councillor may have breached the Parish Council's adopted code of conduct should be referred to The Monitoring Officer, The Ethical Standards Committee, C/o Mr G Wild, Committee Services, Isle of Wight Council, County Hall, High Street, Newport, Isle of Wight, PO30 1UD. The form is available on [iwight.com\ethicalstandards](http://iwight.com/ethicalstandards) or on application to the clerk.
3. If a complaint about procedures, administration or the actions of Chale Parish Council's employees is notified orally to a Councillor, or to the Clerk to Chale Parish Council, a written record of the complaint will be made, noting the name and contact details of the complainant and the nature of the complaint.
4. The complainant will be asked to put the complaint in writing by letter or by e-mail to the Clerk to Chale Parish Council 12 Manor Crescent, Rookley, Ventnor. IOW. PO38 3NS or email [chaleparishcouncil@gmail.com](mailto:chaleparishcouncil@gmail.com)
5. The complaint will be acknowledged within 10 working days of receipt.
6. If the complainant prefers not to put the complaint to the Clerk to Chale Parish Council (because the matter relates to the Clerk, for example) they should be advised to contact the Chairman.
7.
  - a. On receipt of a written complaint, the Clerk to Chale Parish Council or, if paragraph 5 refers, the Chairman will seek to settle the complaint directly with the complainant. This will not be done without notifying any person complained about and giving him/her an opportunity to comment. Efforts will be made to resolve the complaint at this stage.
  - b. Where the Clerk or a Councillor receives a written complaint about the Clerk's actions, he/she shall refer the complaint to the Chairman. The Clerk will be formally advised of the matter and given an opportunity to comment.
7. The Clerk (or the Chairman) will report any complaint that has not been resolved to the next meeting of the Parish Council.
8. The Clerk to Chale Parish Council (or the Chairman) will report any complaint that has not been resolved to the next meeting of the Parish Council. The Clerk will notify the complainant of the date on which the complaint will be considered and the complainant will be offered an opportunity to explain the complaint to the Parish Council orally.

9. Seven clear working days prior to the meeting, the complainant shall provide the Parish Council with copies of any documentation or other evidence, which they wish to refer to at the meeting. The Parish Council shall similarly provide the complainant with copies of any documentation upon which they wish to rely at the meeting.
10. Matters relating to Grievance or Disciplinary proceedings that are taking, or are likely to take place, should be dealt with in accordance with Chale Parish Council's grievance and disciplinary procedures.
11. Chale Parish Council will consider whether the circumstances or any complaint warrant the matter being discussed in the absence of the press and public, but any decision on the complaint will be announced at the Parish Council meeting in public.
12. As soon as possible after the decision has been made (and in any event not later than 10 days after the meeting) the complainant will be notified in writing of the decision and any action to be taken.
13. Chale Parish Council may defer dealing with any complaint if it is of the opinion that issues arise on which further advice is necessary. The advice will be considered and the complaint dealt with at the next meeting after the advice has been received.