

# Grainthorpe Parish Council Complaints Procedure

1. This Policy sets out procedures for dealing with any complaints anyone may have about the Grainthorpe Parish Council's administration and procedures. It applies to the Grainthorpe Parish Council's employees. Complaints about councillors are covered by the Code of Conduct adopted by the Grainthorpe Parish Council.

2. If a complaint about procedures or administration as practiced by the Council's employees is notified verbally to a Councillor or the Clerk to the Council, the complainant should be asked to put the complaint in writing to the Clerk to the Council. Written complaints will normally be acknowledged within 7 days.

3. If the complainant prefers not to put the complaint to the Clerk to the Council, he or she should be advised to put it to the Chairman of Council.

4. On receipt of a written complaint the Chairman of Council or the Clerk to the Council (except where the complainant is about his or her own actions), shall try to settle the complaint directly with the complainant. Efforts should be made to attempt to settle the complaint at this stage.

Where the Clerk to the Council or the Chairman of Council receives a written complaint about the Clerk to the Council's own actions, he or she shall refer the complaint to the Personnel Committee.

5. The Clerk to the Council or Chairman of the Council shall report to the next meeting of the Council any written complaint disposed of by direct action with the complainant.

6. The Clerk to the Council or Chairman of Council shall bring any written complaint that has not been settled to the next meeting of the Council. The Clerk to the Council 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. (Unless such a matter may be related to Grievance, Disciplinary or Code of Conduct proceedings).

7. The Council shall consider whether the circumstances of any complaint warrant the matter being discussed in the absence of the press and public. Any decision on a complaint shall be announced at the Council meeting in public.

8. Any agreed action shall be communicated in writing to the complainant.

9. A 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 shall be dealt with at the next meeting after the advice has been received.

Date of policy: May 2025

Approving committee: Full Council

Date of Council meeting: 14<sup>th</sup> May 2025

Policy effective from: 14<sup>th</sup> May 2025

Date for next review: May 2026