

# Formal Complaints Procedure

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HOLLESLEY PARISH COUNCIL

Judi Hallett  
CLERK, HOLLESLEY PARISH COUNCIL

Hollesley Parish Council has adopted a formal procedure for handling complaints - details as follows:

## 1. Before the Meeting

- a) The complainant should be asked to put the complaint about the Council's procedures or administration in writing to the Clerk.
- b) Complaints must be made within 12 months of the matters which are subject to the complaint occurring
- c) If the complainant does not wish to put the complaint to the Clerk, he or she may be advised to put it to the Chairman of the Council.
- d) The Clerk shall acknowledge the receipt of the complaint and advise the complainant when the matter will be considered either by the Council or by a committee established for the purpose of hearing the complaint. Any such committee should consist of at least three Councillors, who would then elect a chairperson.
- e) The complainant shall be invited to attend the meeting and may be accompanied by such representatives as they wish.
- f) If the complaint is concerning either the Clerk or a Councillor, such person may be accompanied by a named person of their choice.
- g) Seven clear working days prior to the meeting, the complainant shall provide the Council with copies of any documentation or other evidence to which they wish to refer at the meeting. The Council shall similarly provide the complainant with copies of any documentation upon which they wish to rely on at the meeting.

## 2. At the Meeting

- a) If the complaint is heard during a Parish Council meeting, a decision would be made whether the circumstances of the complaint warrant the exclusion of the public and the press (any final decision of a complaint shall be announced at a Council meeting in public).
- b) Chairperson to introduce everyone.
- c) Chairperson to explain procedure.
- d) Complainant (or representative) to outline grounds for complaint.
- e) Members to ask any question of the complainant.
- f) If relevant, the Clerk, a Councillor, or legal representative of either, to reply to the complaint.

- g) Members of the committee and the complainant may ask any question of the Clerk, Councillor or representative.
- h) Clerk or Councillor and complainant to be offered opportunity of last word (in this order).
- i) Clerk or Councillor and complainant to be asked to leave room while Members decide whether or not the grounds for the complaint have been made (If a point of clarification is necessary, both parties to be invited back).
- j) Clerk or Councillor and complainant return to hear decision, or to be advised when decision will be made.

### 3. After the Meeting

- a) Decision confirmed in writing within seven working days together with details of any action to be taken.

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Adopted by the Parish Council at a meeting on:

Signed:

Mrs Judi Hallett  
Clerk

Mrs Jane Daly  
Chair