

Complaints Procedure

Langford Parish Council

Adopted by Council – 13th May 2019

Review by 1st June 2021

As a Parish Council we are keen to ensure that all we do is open and transparent. If any member of the community feels we are not operating in this way please let us know and use the following complaints procedure:

This Complaints Procedure was adopted by the Council at its meeting held on

- 1 All complaints must be submitted in writing to the Clerk (email is permitted) and must include the following

- *The nature of the complaint in detail

- *The subject of the complaint (e.g. Member, Clerk or process)

- *The remedy sought

- 2 In all cases the Clerk will send a copy of the complaint to the Chairman (or Vice Chair if the complaint involves the Chairman).

- 3 The Chairman (or Vice Chair), in consultation with the clerk, will contact the parties concerned in an effort to resolve the complaint.

- 4 If an amicable solution cannot be reached by the above means the matter will be referred to the Personnel Committee enhanced by the Chairs of all standing Committees.

- 5 If possible the complaint will be dealt with by way of consideration of written representations.

- 6 Where the complaint is heard in person rather than by written representation the following procedure will apply:

The meeting Chair will invite the complainant to state in full the details of the complaint

The subject of the complaint will be invited to question the complainant.

Members of the enhanced Committee will be allowed to question both the subject and complainant who will then be invited to sum up before leaving this stage of the meeting.

The enhanced Committee will consider the evidence and come to a majority decision.

Where the complaint is upheld the enhanced committee will recommend any changes deemed necessary as a result of the complaint.

Both subject and complainant will be invited back into the meeting to be notified of the outcome.

A written report on the meeting and its results will be forwarded to the Clerk by the enhanced Committee Chair for presentation to the next full council meeting.