



Rushmere St. Andrew Parish Council

www.rushmerestandrew.onesuffolk.net

"Seek The Common Good"



COMPLAINTS PROCEDURE

1. Making a complaint

- 1.1 The following procedure should be followed by anyone wishing to make a complaint against the Parish Council's procedures or administration. The complaints procedure is not a means of redress for members or staff.
- 1.2 If you have a complaint against a Parish Councillor you should write to:
The Monitoring Officer
East Suffolk Council
East Suffolk House
Station Road
Melton
Woodbridge
IP12 1RT
- 1.3 If you have a complaint against an employee of the Parish Council, you should write to the Chair:
Chairman
Parish Council Office
Rushmere St Andrew Parish Council
Tower Hall
5 Broadlands Way
Rushmere St Andrew
IP4 5SU
- 1.4 If you have any other complaint you should write to the Proper Officer to the Council:
Clerk
Parish Council Office
Rushmere St Andrew Parish Council
Tower Hall
5 Broadlands Way
Rushmere St Andrew
IP4 5SU
- 1.5 To allow your complaint about the Parish Council's procedures or administration to be dealt with, the Parish Council has adopted the following procedure which will be followed where complaints cannot be resolved less formally by the Clerk to the Council or the prevailing Chairman.
- 1.6 The Parish Council will not deal with anonymous complaints. Complaints made to the Clerk are complaints made to the Council. The Clerk will not accept complaints made on the basis that the information is not passed to the Council but will exercise appropriate discretion, for example, should the matter relate to sensitive issues, potentially create legal liabilities or relate to criminal investigations. The right to report relevant matters to enforcing authorities is reserved.



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2. Processing the complaint

- 2.1. The complainant shall be asked to put the complaint about the council's procedures or administration in writing to the Council's Proper Officer (The Clerk).
- 2.2. If the complainant does not wish to put the complaint to the Proper Officer, they will be advised to put it to the Chair of the Council.

3. Receipt of the complaint

- 3.1 The Proper Officer or Chair of the Council will acknowledge the receipt of the complaint and advise the complainant that the matter will be referred to the Council's Complaints Committee within 7 days of receiving the complaint, confirming to the complainant that the complaint will be treated as a confidential matter.

4. Investigating the complaint

- 4.1 The Complaints Committee will investigate the complaint and collate evidence.
- 4.2 If the Parish Council feels that the matter does not warrant consideration, the Clerk to the Council shall explain in writing why the matter will not be considered by the Committee. This may include how the matter has been resolved or why the matter is not appropriate or does not warrant further referral, including where the matter is vexatious or repetitious.
- 4.3 An appeal for the non-referral of a complaint must be made within 5 days and will be referred back to the Complaints Committee unless they have previously considered this, related matters or the complainant (or an associated person) is vexatious or repetitious.
- 4.4 Responsibility for the consideration and determination of a complaint will be delegated by the Complaints Committee to a sub-committee by resolution and will not be subject to the statutory right of attendance by the public and press.

5. Meeting the complainant

- 5.1 The complainant will be invited to attend the relevant meeting to make verbal representations where it is considered appropriate and productive for determining the finding of the meeting and may be accompanied.
- 5.2 Seven clear working days prior to the meeting, the complainant will provide the Clerk with copies of any documentation or other evidence, which they wish to refer to at the meeting, for referral to a sub-committee as set-up by the complaints committee. The Proper Officer on behalf of the Council will similarly provide the complainant with copies of documentation upon which it wishes to rely at the meeting.

6. At the Meeting

- 6.1 The Meeting will take the following format:
 - a) The Chairman of the Committee will introduce everyone.
 - b) The Chairman will explain the procedure.
 - c) The Complainant will outline the grounds for complaint.



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- d) The Committee members will then ask any question of the complainant.
- e) If relevant or necessary the Clerk will explain the Council's position.
- f) The Committee members will ask any question of the Clerk.
- g) The complainant and the Clerk will be offered the opportunity to sum up the respective positions.
- h) The complainant and the Clerk will be asked to leave the room while the Committee members decide whether or not the grounds for the complaint have been upheld, and where appropriate provide recommendations.
Note: If a point of clarification is necessary then both parties will be invited back.
- i) The complainant and the Clerk will return to hear the decision or will be advised as to when the decision will be made.
- j) Any decision on a complaint will be announced at a Parish Council meeting in public.

7. After the Meeting

- 7.1 The decision will be confirmed in writing, by the Council's Proper Officer within seven working days together with details of any action to be taken, to include:
- a) Whether it has upheld the complaint, together with reasons for the decision
 - b) Details of any action to be taken
 - c) That there is no right of appeal