



# Herne & Broomfield Parish Council

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## Complaints Procedure

A CODE OF PRACTICE FOR DEALING WITH COMPLAINTS AGAINST THE PARISH COUNCIL  
- This Code is based on nationally recommended guidelines

1. If a complaint about procedures or administration is notified orally to a Councillor or the Clerk and it is not possible to satisfy the complainant fully forthwith the complainant shall be asked to put his complaint in writing to the Clerk and be assured that it will be dealt with promptly after receipt.
2. If a complainant indicates that he would prefer not to put the complaint to the Clerk he shall be advised to put it to the Chairperson.
3. On receipt of a written complaint the Clerk or Chairperson, as the case may be, shall (except where the complaint is about his own actions) try to settle the complaint directly with the complainant but shall not do so in respect of a complaint about the behaviour of the Clerk or a Councillor without first notifying the person complained of and giving him an opportunity to comment on the manner in which it is intended to attempt to settle the complaint. Where the Clerk or Chairperson receives a written complaint about his own actions he shall forthwith refer the complaint to the appropriate Committee or the Council.

Complaints of a general nature relating to the council as a body should be addressed to the clerk as Proper Officer or the Chairman. If these complaints are not disposed of by direct action with the complainant and where deemed justified as a serious complaint, they will be dealt with by either the appropriate committee or a meeting of the full council. The complainant would then be notified of the date when the complaint is to be heard.

4. The Clerk or Chairperson shall report either to the next meeting of the appropriate Committee or the Council any written complaint disposed of by direct action with the complainant.
5. The Clerk or Chairperson shall bring any written complaint which cannot be settled to the next meeting of either the appropriate Committee or the Council and the Clerk shall notify the complainant of the date on which the complaint will be considered.
6. The appropriate Committee or the Council shall consider whether the circumstances attending any complaint warrant the matter being discussed in the absence of the press and public *BUT* any decision on a complaint shall be announced at the appropriate Committee or the Council meeting in public.
7. As soon as may be after the decision has been made it and the nature of any action to be taken shall be communicated in writing to the complainant.