

Kirby Bellars Parish Council

Complaints Procedure

Kirby Bellars Parish Council conducts its business in a fair and equitable manner and in the event that complaints arise, the Council will attempt to resolve them as quickly as possible by correspondence or discussion. Should this prove to be unsuccessful in resolving a matter a formal complaint may be made.

Who to Complain to:

Type of Complaint	Complain to
Financial Irregularity	The Council's Auditor
Criminal Activity	The Police
Member Conduct	Standards Committee Melton BC
Lack of action by the Council, or poor standard of service	The Parish Clerk
Employee Conduct	The Parish Clerk or, if it is about the Clerk, the Parish Chairman

Dealing with Formal Complaints to the Parish Council

1. Anyone who is not satisfied with an initial response and wishes to escalate the matter to a formal complaint should do so by letter or e-mail clearly setting out the grounds for the complaint. This should be sent to the Parish Clerk, or if it is about the Parish Clerk, to the Chairman of the Parish Council.
2. The Parish Clerk (or Chairman) will acknowledge receipt of the complaint and advise the complainant when the matter will be considered by the Council. The complainant will be advised whether there are grounds for the complaint to be treated as confidential or whether it will appear on a public agenda.
3. The Complainant will be invited to attend and address the meeting. They may be accompanied by a representative if they wish. Alternatively, it will be open to the complainant to make written representations should they prefer.
4. Seven clear working days prior to the meeting, the complainant will provide the Council with copies of any documentation or other evidence they wish to present in support of their case. The Council shall in turn provide the complainant with copies of any counter-documentation or other evidence they wish to present in response and will do so promptly.

At the Meeting

5. The Council will consider whether the subject and grounds of the complaint warrant the exclusion of the public.
6. If present, the complainant or representatives will be invited to outline the grounds for complaint and then answer any questions which may be posed by the councillors or the Parish Clerk
7. The Parish Clerk (or Chairman) will then respond on behalf of the Council and will answer any questions which may be posed by the complainant, a representative or councillors.
8. The Parish Clerk (or Chairman) and then the complainant will be given the opportunity to conclude with a summary of their position.

9. The Parish Clerk (or the Chairman) and the complainant (and representatives if present) will then be asked to leave the room while members decide whether the complaint is valid and if so, what action should be taken to remedy it. If a point of clarification is needed both parties will be invited back into the room.
10. Both the Parish Clerk (or Chairman) and the complainant (and representative) will then be asked to return to the room to hear the decision on the complaint which will be announced to the public.
11. Should the decision be deferred to a subsequent meeting, both the Parish Clerk (or Chairman) and the complainant (and representative) will be invited to attend to hear the decision on the complaint which will be announced to the public.

After the Meeting

12. The decision will be confirmed to the complainant in writing within ten working days together with the details of any action to be taken.

Reviewed: May 2023