

GREAT ASHBY COMMUNITY COUNCIL

COMPLAINTS PROCEDURE

1. Complaints concerning procedure and administration must be submitted in writing to the Clerk and must include the following:
 - The nature of the complaint in detail
 - The subject of the complaint (e.g. Member, Clerk)
 - The remedy sought
 - Contact details of the complainant
 - If a complainant prefers not to put the complaint to the Clerk he or she shall be advised to put it to the Chairman.
2. In all cases the Clerk will send a copy of the complaint to the Chairman (or the Vice-Chair if the complaint is against the Chairman).
3. The Chairman (or Vice Chairman, if the complaint is against the Chairman) in consultation with the Clerk will contact the parties concerned in an effort to reach an amicable solution to the complaint.
4. If an amicable solution cannot be reached by the above means, the complaint shall be brought to the attention of the Council as soon as reasonably practicable.
5. Where the Clerk or Chairman receives a written complaint about his or her own actions he or she shall refer the complaint to the Council.
6. A copy of the written complaint will be circulated by the Clerk to all members of the Council and the subject of the complaint.
7. If possible, the complaint will be dealt with by way of consideration of written representations. If this is not possible, both parties to the complaint will be invited to attend in person and they may be accompanied by an advisor / representative. The Clerk shall notify the complainant of the date on which the complaint will be considered, and the complainant shall be offered an opportunity to explain the complaint orally.
8. 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 Council meeting in public.
9. 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.
10. A Council shall defer dealing with any written complaint only if it is of opinion that issues of law or practice arise on which advice is necessary from Hertfordshire Association of Parish and Town Councils. The complaint shall be dealt with at the next meeting after the advice has been received.

11. The behaviour and conduct of Councillors both in meetings and outside is defined by the Code of Conduct. If a complaint arises concerning behaviour and conduct it should be referred to the Monitoring Officer at North Herts District Council.