

WIGMORE GROUP PARISH COUNCIL

COMPLAINTS PROCEDURE

1. This document sets out procedures for dealing with any complaints made about Wigmore Group Parish Council's (the Council's) administration and procedures. The conduct of councillors is covered by the Parish Councils (Model Code of Conduct) (England) adopted by the Council on 10th September 2012. Complaints against policy decisions made by the Council should be referred back to Council.
2. If a complaint about the Council's procedures or administration is notified verbally to a Councillor or the Clerk, they will try to satisfy the complaint fully. If this is not successful, the complainant will be asked to put the complaint in writing to the Clerk and be assured that it will be dealt with promptly after receipt.
3. If the complainant prefers not to submit the complaint to the Clerk, s/he will be advised to put it to Chairman of the Council.
4. On receipt of a written complaint, the Clerk or the Chairman (as the case may be) will, *except where the complaint is about his/her own actions*, try to settle the complaint directly with the complainant within the existing policy of the Council. However, if the complaint is about the behaviour of the Clerk or a Councillor, the person complained of will be notified and afforded an opportunity to comment on the manner in which it is intended to attempt to settle the complaint. Where the Clerk or Chairman receives a written complaint about his/her own actions, s/he will immediately refer the complaint to the Council.
5. The Clerk or the Chairman will report to the next meeting of the Council any written complaint disposed of by direct action with the complainant.
6. The Clerk or the Chairman will bring any written complaint that has not been settled to the next meeting of the Council. The Clerk will notify the complainant of the date on which the complaint will be considered and offer him/her an opportunity to explain the complaint in person. (This may not be possible if the matter is related to an individual where Grievance, Disciplinary or Standards Board proceedings are taking, or are likely to take place, since such a hearing might prejudice those processes. In such circumstances, the complaint will be heard confidentially, without the presence of public or press, or deferred until appropriate advice has been received.)
7. The Council will only defer dealing with a written complaint if it considers that issues of law or practice arise on which advice is necessary. The complaint will

be dealt with at the next meeting after the advice has been received.

8. The Council will consider whether the matter should be discussed in the absence of the press and public. However, any decision on a complaint will be announced at the Council meeting in public.
9. The decision and the nature of any action to be taken will be communicated in writing to the complainant as soon as possible.
10. In the event of an serial vexatious or malicious complaints from a member of the public, the Council will consider taking legal advice before responding formally and/or follow a course of action as outlined in the Council's policy for dealing with unreasonable behaviour by a complainant.

Contact details for the Clerk and the Chair are as follows:

Clerk:

Jano Rochefort*

The Old Rectory

Leinthall Starkes

Ludlow

SY8 2HP

01568 770282

Clerk.wigmoregpc@outlook.com

Chair:

Graham Probert

Bramlea

Leinthall Starkes

Ludlow

SY8 2HP

01568 770543

Graham.probert@btinternet.com

This policy was adopted by Wigmore Group Parish Council on 12th January 2015.

* Amended with new clerk's contact details 12 July 2016