



# ABBERTON AND LANGENHOE PARISH COUNCIL

## COMPLAINTS PROCEDURE

**This procedure was reviewed and agreed at a meeting of the Full Council held on 9<sup>th</sup> January 2023 (Min. No 174/22) and 11<sup>th</sup> December 2023 (Min 143/23).**

**Next review due December 2024**

### For service users and members of public

Complaints about staff are treated as a personnel matter, complaints about a member should be addressed to the Monitoring Officer at Colchester City Council.

If a complaint cannot be satisfied in an informal way by the Clerk, or the Chair, then the following Code of Practice will be adhered to regarding complaints about the Council's procedures and administration:

1. The person making the complaint will be asked to write to the Clerk, giving full details of the complaint. If they do not wish to write to the Clerk, they may write to the Chair.
2. All formal complaints will be heard at a Full Council meeting, which if practicable, will be the next meeting after receiving the complaint.
3. Within 7 working days of receiving the complaint, the Clerk will acknowledge the receipt of the complaint and advise the complainant when the Council will consider the complaint.
4. The complainant shall be invited to attend the meeting and may bring a representative with them. If the Council, after seeking the view of the complainant, consider it necessary, the matter may be, by resolution of the Council be heard in private session.
5. Copies of any documentation relating to the complaint should be made available to the Council and complainant, 7 working days prior to the meeting.

### At the Meeting:

1. The Council shall decide whether the circumstances of the complaint warrant the exclusion of the public and the press. Any decision on a complaint will be announced at the meeting in public.
2. The Chair will introduce everyone and explain the Council's procedure on handling a complaint.
3. The complainant or their representative will be asked to outline the grounds for the complaint.
4. Councillors may ask the complainant any questions.
5. If relevant, the Clerk will explain the Council's position.
6. Councillors may ask the Clerk questions.
7. First the Clerk, and then the complainant, will be offered the chance to have a final say.
8. The Clerk and the complainant to be asked to leave the room whilst the Council decides whether or not the grounds for the complaint have been made.
9. The Clerk and the complainant to return to the meeting to hear the decision that has been made, or to be advised when the decision will be made.

The decision together with details of any action to be taken, to be confirmed in writing within 7 days.

## Contact details

Clerk – [parishclerk.al@hotmail.com](mailto:parishclerk.al@hotmail.com)

Contact details for the current Chair of the Council and all Parish Councillors are available on [www.abbertonandlangenhoepc.org.uk](http://www.abbertonandlangenhoepc.org.uk)

Colchester City Council Monitoring Officer, contact details can be found on – [www.colchester.gov.uk](http://www.colchester.gov.uk) or telephone 01206 282200