

Marden Parish Council Complaints Procedure

Adopted by Marden Council on 9 September 2019

1. This policy document sets out the procedure for dealing with and resolving complaints against Marden Parish Council about the Council's conduct, administration or procedures

A. Complaints about the Conduct/Procedures or Administration of Marden Parish Council

2. If the Clerk receives a verbal or written complaint about Marden Parish Council's conduct, procedures or administration, he/she should seek to deal with the complaint or resolve the matter within 14 days of receipt.
3. If the matter is not settled as in point 2 above, the complainant may put the complaint in writing to the Chairman of the Council. He/she will attempt to resolve matters within 14 days.
4. If a complaint is resolved as at points 2 or 3 above, the Clerk or the Chair of the Council will report the complaint and the resolution to the next Parish Council Meeting.
5. If the complaint is not settled, then it should be placed on the Agenda for the next meeting of the Parish Council. The Clerk will notify the complainant of the date of the meeting and offer the complainant an opportunity to explain the complaint verbally.

B. Complaints about the Behaviour of the Clerk

6. If the complaint is about the behaviour of the Clerk, the complainant should put details in writing to the Chair of the Council. The Chair, or Vice Chair, will address the complaint directly with the complainant using the Council's policies, after the Clerk has been given the opportunity to comment on the manner in which it is intended to settle the complaint. If necessary the Council will address the complaint with the Clerk, using the Council's Grievance and Disciplinary Procedure and the Chair will inform the complainant that this action is being instigated.
7. Details of the complaint and the outcome will be reported at the next Parish Council Meeting once the outcome has been determined. It may be necessary to clear the public from the Council meeting before discussing the matter.

C. Complaints about the Behaviour of a Councillor by another Councillor

8. The behaviour of an individual Councillor is covered by the Herefordshire Council Code of Conduct 2018, adopted by Marden Parish Council on 10 September 2018. Any complaint about an individual Councillor should be made to the Democratic Services Officer of Herefordshire Council ('the Monitoring Officer').
9. If the Clerk receives a verbal or written complaint about a Councillor's conduct from another Councillor, he/she should seek to deal with the complaint or resolve the matter within 14 days of receipt.
10. If the matter is not settled as in point 9 above, the complainant may put the complaint in writing to the Chairman of the Council. He/she will attempt to resolve matters within 14 days.
11. If the matter is not settled as in point 9 or 10 above, the complaint should be considered by full Council and if no resolution is possible, the matter will be referred to the Monitoring Officer at Herefordshire Council.
12. As soon as possible after a decision is made, it and any action that will be taken should be notified to the complainant in writing.

D. Complaints General

13. If there are serial malicious, facetious or vexatious complaints from a member of the public, the Council will consider taking advice from the Herefordshire Association of Local Councils or a solicitor before responding formally to the complainant.
14. The Council shall only defer dealing with a written complaint, whether made about the Council or the Clerk, if it considers that advice is required on a matter of law or practice. The complainant will be informed of such delay and of the date of the next meeting at which the complaint will be dealt with.
15. If the Council considers that the absence of the press or public is required while the complaint is considered, the decision on the complaint will be announced at the meeting in public.
16. The Clerk will ensure documents with personal data are retained and then destroyed in line with the Parish Council's General Data Protection Regulation policies and documents.

Review by: October 2020

Signed:

Dated:

Chair of Marden Parish Council