

## **Willoughby Parish Council**

### **COMPLAINTS PROCEDURE**

This document explains the procedure for dealing with complaints about the council's procedures or administration. If your complaint is about a councillor, please see our separate policy 'Complaints about Councillor Conduct'.

Before making a formal complaint to the council, you are encouraged to discuss the matter with the clerk who will do their best to resolve the problem. If this fails, and you are still dissatisfied, please follow the procedure outlined below.

A formal complaint will be considered by a meeting of the parish council or a committee of the parish council established for this purpose.

#### **Making a Complaint**

1. Please complete the council's formal complaint form and send it to the parish clerk at the following address:  
Willoughby Parish Council  
The Stumps  
5 Brooks Close  
Willoughby  
Warks  
CV23 8BY
2. You may email the parish clerk at: [willoughbyclerk@gmail.com](mailto:willoughbyclerk@gmail.com)
3. If you do not wish to put your complaint to the clerk, please address it to the chairman and mark it 'Confidential'.

#### **Before the Meeting**

4. The clerk will acknowledge receipt of the complaint within 7 days and advise when the matter will be considered by the council or by the committee established for the purpose of hearing complaints. You will be advised whether the complaint will be treated as confidential or whether, for example, notice of it will be given in the usual way.

5. You will be invited to attend a meeting and you may bring a representative with you if you wish. We aim to arrange this meeting within 14 days.
6. Within 7 clear working days prior to the meeting, you should provide the council with copies of any documentation or other evidence relied on. The council will provide you with copies of any documentation upon which they wish to rely at the meeting and shall do so promptly, allowing you the opportunity to read the material in good time for the meeting.

### **At the Meeting**

7. The council shall consider whether the circumstances of the meeting warrant the exclusion of the public and the press. Any decision on a complaint shall be announced at the council meeting in public.
8. The chairman will introduce everyone and explain the procedure.
9. You (or your representative) should outline the grounds for complaint and, thereafter, questions may be asked by (i) the clerk and then (ii), members.
10. The clerk will have an opportunity to explain the council's position and questions may be asked by (i) the complainant and (ii), members.
11. The clerk and then the complainant should be offered the opportunity to summarise their position.
12. The clerk and the complainant should be asked to leave the room while members decide whether or not the grounds for the complaint have been made. If a point of clarification is necessary, *both* parties shall be invited back.
13. The clerk and the complainant should be given the opportunity to wait for the decision but if the decision is unlikely to be finalised on that day they should be advised when the decision is likely to be made and when it is likely to be communicated to them.

### **After the Meeting**

14. The decision should be confirmed in writing within seven working days together with details of any action to be taken.