Complaints Procedure Policy – Adopted January 2018

1. This policy sets out the procedures for dealing with any complaints that anyone may have about Corfe Castle Parish Council's administration or its procedures.

   It applies to the employees of Corfe Castle Parish Council. Councillors are covered by the 'Code of Conduct' adopted by the Council.

   Complaints against policy decisions made by the Council should be referred back to Council (but note point 21 of standing orders which says that a decision cannot be reversed within 6 months, except by a resolution).

2. If a complaint about procedures or administration practised by the Council's employees is notified orally to a councillor or the Clerk, the complainant should 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 put the complaint to the Clerk, he or she should be advised to write to the Chair, or another councillor.

4. On receipt of a written complaint, the Clerk or Chair shall try to settle the complaint directly with the complainant. This shall not be done without first notifying the person complained against and giving him/her an opportunity to comment. Where the Clerk receives a complaint about his/her actions, he/she will refer the complaint to the Chair. The Clerk shall be notified and given opportunity to comment.

5. The Clerk or Chair shall report to the next meeting of the Council any written complaint disposed of by direct action with the complainant.

6. The Clerk or the Chair, shall bring any complaint that has not been settled to the next meeting of the Council. The Clerk shall notify the complainant of the date on which the complaint shall be considered, and the complainant shall be offered an opportunity to explain the complaint orally. Confidential matters may be dealt with under exempt business where members of the public/press are excluded, but decisions on any complaint shall be announced in public.

7. As soon as possible after the decision has been made, it and the nature of any action to be taken, shall be communicated in writing to the complainant and the person against whom the complaint has been made.

8. A decision on a complaint shall only be deferred if legal or other advice is sought and not yet received. The complaint shall be dealt with at the next meeting after the advice has been received.