

# **BURES HAMLET PARISH COUNCIL**

## **COMPLAINTS PROCEDURE**

*For service users or members of the public*

Complaints about a member should be addressed to The Monitoring Officer of Braintree District Council, which is responsible for upholding standards for Members of the District Council and also for members of Parish and Town Councils within the District.

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

1. The person making the complaint will be asked to write to the Clerk, giving full details of the complaint, the redress they require and stating if they want the matter to be dealt with confidentially. If they do not wish to write to the Clerk, then they may write to the Chairman.
2. Unless mutually decided otherwise and confirmed in writing, all formal complaints will be heard at a special council meeting, which if practicable, will be convened within twenty one days of receiving the complaint.
3. Within five working days of receiving the complaint, the Clerk will acknowledge receipt of the complaint and advise the complainant when the Council will consider their complaint.
4. The complainant will be invited to attend the meeting and may bring a representative with them.
5. Copies of any documentation relating to the complaint should be made available to the Council and the complainant, seven working days prior to the meeting.

### **At the meeting:**

6. The Chairman will introduce everyone and explain the Council's procedure on handling a complaint.
7. The complainant or their representative will be asked to outline the grounds for the complaint.
8. Councillors may ask the complainant any questions.
9. If relevant, the Clerk will explain the Council's position.

10. Councillors may ask the Clerk any questions.
11. First the Clerk, and then the complainant, will be offered the chance to summarise.
12. The Clerk and the complainant will be asked to leave the room whilst the Council decide whether or not grounds for the complaint have been made.
13. The Clerk and the complainant will be asked to return to the meeting to hear the decision that has been made, or to be advised when the decision will be made.
14. The decision, together with details of any action to be taken will be confirmed to the complainant in writing within seven days of the meeting. The decision in all cases will be final.

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Reviewed and adopted 23<sup>rd</sup> May 2023 – next review May 2024