



St Dennis Parish Council

CODE OF PRACTICE FOR HANDLING COMPLAINTS

St Dennis Parish Council recognises that from time to time there will be concerns expressed by members of the public over the activities of the Council or one of its members or employees. To address these issues the Council has adopted a procedure for the handling of complaints. This procedure allows people to have a form of address to the Council if they feel they have a complaint or have been unfairly treated in their dealings with the Council staff, Councillors, the Council or its Committees.

VERBAL COMPLAINTS

1. On receipt of a complaint by telephone the Clerk will ask that the complaint be put in writing in order that it can be investigated more fully and update complainant as necessary.

WRITTEN COMPLAINTS

1. On receiving a written complaint, the Clerk will seek advice from the Chair and Vice Chair
2. If the complaint is about the behaviour of a member or employee of the Council, the Chair/Vice Chair must notify the person and offer the opportunity for comment on the manner in which it is intended to try and settle the complaint. The meeting will be minuted.
3. If necessary, the Clerk will send a holding letter on behalf of the Council to the complainant to allow further time to address the issues raised. An update letter would be sent to the complainant after a further 7 days.
4. The Clerk or Chair shall bring any written complaint which has not been settled to the next meeting of the relevant committee and the Clerk shall notify the complainant of the date of the next meeting. The Complainant will be offered the opportunity to attend and to explain the nature of the complaint to the meeting.
5. The Clerk shall consult with the Chair/Vice Chair to consider whether the written complaint warrants discussion at a Council meeting in the absence of the press and public, with the decision on the complaint to be announced at the Council meeting in public.
6. The Clerk will communicate in writing the decision that has been made by the Council and the nature of any action taken by the Council.

COMPLAINTS AGAINST AN OFFICER OF THE COUNCIL

1. Any complaint against an officer/clerk must be submitted to the Chair in writing.
2. If the complaint is made against the actions of any other employee, it will be considered as an employment issue and the Clerk will present the complaint to the Staffing and GDPR Committee of the Council for consideration at a meeting held in the absence of the press and public.

3. If the complaint is made against the actions of the Clerk, it will be considered as an employment issue and the Chair will present the complaint to the Staffing & GDPR Committee of the Council for consideration at a meeting held in the absence of the press and public.
4. The Complainant may be invited to attend part of the meeting to explain the nature of their complaint, in the absence of the public and press.
5. Persons mentioned in the complaint will have the opportunity to explain the nature of their actions to the meeting, in the absence of the public and press.
6. The result of any council consideration of a complaint will be announced at a Council meeting in public.

COMPLAINTS AGAINST A MEMBER OF COUNCIL

Parish and Town Councillors sign up to the Code of Conduct on taking office. The Council is unable to investigate complaints of this nature against any of its members. If any person wishes to submit a complaint for breach of this code, the person should do so to the:

Monitoring Officer
The Monitoring Officer
Floor 4
North Wing
New County Hall
Treyew Road
TRURO
Cornwall
TR1 3AY

Email: councillorcomplaints@cornwall.gov.uk

Further information can be accessed from www.cornwall.gov.uk

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