

Yeovil Without Parish Council  
Code of Practice for Handling Complaints - adopted 25<sup>th</sup> May 10

Complaints Procedure

**Making a Complaint**

1. Complainants should make complaints about the Council's procedures or administration in writing to the Clerk or other nominated proper officer.
2. If the complainant does not wish to put the complaint to the clerk or other proper officer, they may be advised to put it to the chairman of the Council.
3. The Clerk shall acknowledge the receipt of the complaint and advise the complainant when the matter will be considered by the council or by the committee established for the purposes of hearing complaints.
4. The complainant shall be invited to attend the relevant meeting and bring with them such representative as they wish.
5. Not less than seven clear working days prior to the meeting, the complainant shall provide the Council with copies of any documentation or other evidence, which they wish to refer to at the meeting. The Council shall similarly provide the complainant with copies of any documentation which they wish to rely on at the meeting.

**At the Meeting**

6. 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.
7. The Chairman of the meeting shall introduce everyone
8. The Chairman of the meeting shall explain the procedure
9. The Complainant, (or their representative) shall outline the grounds for complaint
10. The members to ask any questions of the complainant
11. If relevant, the Clerk or other proper officer shall explain the Council's position
12. Members may ask any question of the Clerk or other proper officer
13. The Clerk, or other proper officer and the complainant shall be offered the opportunity of last word (in this order)
14. The Clerk, or other proper officer and complainant shall 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).
15. The Clerk, or other officer and the complainant shall return to hear decision, or to be advised when decision shall be made.

**After the Meeting**

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

This Complaints Policy does not apply to:

Complaints by one council employee against another council employee, or between a council employee and the council as employer. These matters are dealt with under the council's disciplinary and grievance policies.