

**STANFORD PARISH COUNCIL  
COMPLAINTS ABOUT THE COUNCIL  
CODE OF PRACTICE**

**Before the Meeting**

- 1 The complainant is asked to put the complaint about the council's procedures or administration in writing to the clerk.
- 2 If the complainant does not wish to put the complaint to the clerk, they may put it to the Chairman or Vice Chairman of the council.
- 3 The person receiving the complaint shall acknowledge the receipt of the complaint and advise the complainant when the matter will be considered by the committee established for the purposes of hearing complaints. This complaints committee shall consist of the Vice Chairman of the council and two other councillors.
- 4 The complainant shall be invited to attend the relevant meeting and bring with them such single representative as they wish.
- 5 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 upon which they wish to rely at the meeting.

**At the Meeting**

- 6 The complaints committee 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 Chairman of the committee will introduce everyone.
- 8 Chairman will explain procedure.
- 9 Complainant (or representative) will outline grounds for complaint.
- 10 Members of the committee may ask any question of the complainant.
- 11 If relevant, clerk will explain the council's position.
- 12 Members may ask any question of the clerk.
- 13 Clerk and complainant will be offered opportunity of last word (in this order).
- 14 Clerk and complainant will be asked to leave room while Members of the committee decide whether or not the grounds for the complaint have been made (if a point of clarification is necessary, both parties to be invited back).
- 15 Clerk and complainant return will hear the decision, or to be advised when decision will be made and decide on action is to be taken, if any.

**After the Meeting**

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

Adapted from the model provided by NALC, July 2003

Approved December 2003, revised and approved 16 May 2007