

Bilbrough Parish Council Complaints Procedure (From 2019)

Before the meeting

1. The Complainant should be asked to put the complaint about the Council's procedures or administration in writing to the Clerk (also applies to other nominate Proper Officer).
2. If the Complainant does not wish to put the complaint to the Clerk, they may be advised to put it to the Chairman.
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 purpose of hearing complaints.
4. The Complainant shall be invited to attend the relevant meeting and bring with them such 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 Council shall consider whether the circumstances of the Meeting warrant the exclusion of the Public and Press. Any decision on a complaint shall be announced at the Council Meeting in Public.
7. The Chairman shall introduce everyone.
8. The Chairman shall explain the procedure.
9. The Complainant (or representative) shall then outline the grounds for the complaint.
10. Council members shall then ask questions to the complainant.
11. If relevant, the Clerk shall explain the Council's position.
12. Council members shall then ask questions to the Clerk, if appropriate.
13. The Clerk and the Complainant shall then be offered the opportunity of a last word (in this order).
14. The Clerk and Complainant shall be asked to leave the room while Council Members decide whether or not the grounds of the complaint have been made. If a point of clarification is necessary, then both parties are to invited back.
15. The Clerk and the Complainant return to hear the decision, or be advised when the decision is to be made.

After the Meeting

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