

HORTON PARISH COUNCIL COMPLAINTS PROCEDURE

1. Horton Parish Council is committed to providing a high standard of service for the benefit of all members of the community who live or work within the parish.
2. This complaints procedure is **only** applicable to complaints about council administration and procedures.
- 3 This complaints procedure does NOT apply to the following:
 - (i) A complaint by a Councillor against an employee
 - (ii) A complaint about a Councillor
 - (iii) A complaint by one Councillor against another.

The above are actioned under (i) employment legislation (ii & iii) The Code of Conduct.

4 Procedures:

- (i) A complaint must be made within 12 months of the matter/s which are subject to the complaint
- (ii) The complaint must be submitted in writing or by email to the Clerk of the Council.
- (iii) Should the complainant not wish to submit the complaint to the Clerk, it may be submitted to the Chairman
- (iv) The complaint will be acknowledge within 7 working day
- (v) The Clerk or Chairman will in the first instant investigate and try to settle the complaint and report in full to the next full meeting of the Council
- (vi) Should a settlement not be reached the Council will be required to convene a meeting of the Governance Committee (3 appointed council members) of the Parish Council
 - (a) The committee will convene and consider if the matter should be considered without the press and the public present and set a date for a hearing.
 - (b) 14 working days notice of the hearing date must be given. The Clerk and/or Chairman and the complainant will be invited to attend and make representation.
 - (c) The decision of the committee must be communicated within 20 working days of the hearing
 - (d) To ensure openness, a summary of the complaint and decision will be reported via an agenda item to the next full meeting of the Council