

# **HELIONS BUMPSTEAD PARISH COUNCIL**

## **COMPLAINTS PROCEDURE**

### **For service users or members of the public.**

(Complaints about staff are treated as a personnel matter; complaints about a member should be addressed to the Standards Board for England).

If the Clerk, or the Chairman, cannot satisfy a complaint in an informal way, then the following **Code of Practice** will be adhered to regarding complaints about the Council's procedures or administration:

1. The person making the complaint will be asked to write to the Clerk, giving full details of the complaint. If they do not wish to write to the Clerk, they may write to the Chairman.
2. All formal complaints will be heard at full council meeting, which if practicable, will be the next meeting after receiving the complaint.
3. Within five working days of receiving the complaint, the Clerk will acknowledge the receipt of the complaint and advise the complainant when the Council will consider their complaint.
4. The complainant shall be invited to attend the meeting and may bring a representative with them. If the Council, after seeking the view of the complainant, consider it necessary, the matter may, by resolution of the Council be heard in private session.
5. Copies of any documentation relating to the complaint should be made available to the Council and the complainant, seven working days prior to the meeting.

*Adopted at the Parish Council Meeting held on 09/06/08 with immediate effect.*

