

# DISLEY PARISH COUNCIL



## **Complaints Procedure** **(in accordance with Standing Order No.70)**

1. This policy sets out procedures for dealing with complaints that anyone may have about Disley Parish Council's administration and procedures. Complaints against policy decisions made by the Council shall be referred back to the Council.
2. If a complaint about procedures or administration is notified orally to a Councillor or the Clerk and they cannot satisfy the complainant fully forthwith, the complainant shall be asked to put the complaint in writing to the Clerk and be assured that it will be dealt with promptly after receipt.
3. If a complainant prefers not to put the complaint to the Clerk he or she will be advised to put it to the Chairman of the Council.
4. (a) On receipt of a written complaint, the Clerk or Chairman, as the case may be, shall (except where the complaint is about his or her own actions) try to settle the complaint directly with the complainant but shall not do so in respect of a complaint about the behaviour of the Clerk or Councillor without first notifying the person complained of and giving an opportunity for comment on the manner in which it is intended to attempt to settle the complaint.  
(b) Where the Clerk or Chairman receives a written complaint about his or her own actions he or she shall refer the complaint to the Council and be given opportunity to comment.  
(c) If the complaint relates to the behaviour of a Councillor where it could be deemed that the Councillor is in breach of the Code of Conduct adopted by the Council on 18<sup>th</sup> July 2007 the complainant will be advised to contact the Monitoring Officer at Cheshire East.
5. The Clerk or Chairman shall report to the next meeting of the Council any written complaint disposed of by direct action with the complainant.
6. The Clerk or Chairman shall bring any written complaint which has not been settled to the next meeting of the Council and the Clerk shall notify the complainant of the date on which the complaint will be considered, and the complainant shall be offered an opportunity to explain the complaint orally. (Unless such a matter may be related to Grievance, Disciplinary or Standard Board proceedings that are taking, or likely to take place when such a hearing may prejudice those hearings when the complaint will have to be heard under Exempt Business to exclude any member of the public or press, or deferred on appropriate advice received).
7. The Council shall consider whether the circumstances attending any complaint warrant the matter being discussed in the absence of the press and public but any decision on a complaint shall be announced at the Council meeting in public.
8. As soon as may be after the decision has been made, it and the nature of any action to be taken shall be communicated in writing to the complainant.
9. A Council shall defer dealing with any written complaint only if it is of the opinion that issues of law or practice arise on which advice is necessary. The complaint shall be dealt with at the next meeting after the advice has been received.
10. Disley Parish Council will not consider any anonymous communication.

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11. In the event of serial facetious, vexatious or malicious complaints from a member of the public, the Council should consider taking legal advice before writing letters to the complainant.

This Complaints Procedure was adopted by Disley Parish Council on 10<sup>th</sup> June 2008.