

## Pillerton Hersey Parish Council

### COMPLAINTS PROCEDURE

This document explains the procedure for dealing with complaints about the council's procedures or administration.

If your complaint is about a councillor, please refer to the Stratford District Council.<sup>1</sup> The Monitoring Officer is responsible for receiving and assessing individual complaints of councillor misconduct for SDC and all town and parish councils within the district, regardless of which code has been adopted.

Before making a formal complaint to the council, you are encouraged to discuss the matter with the clerk who will do their best to resolve the problem. If this fails, and you are still dissatisfied, please follow the procedure outlined below.

A formal complaint will be considered by a meeting of the parish council or a committee of the parish council established for this purpose.

#### **Making a Complaint**

1. The complainant should be asked to put the complaint about the council's procedures or administration in writing to the clerk or other nominated officer.
2. If the complainant does not wish to put the complaint to the clerk or other nominated officer, they are advised to address it to the chairman of the council and mark it confidential.
3. The complainant should complete the council's complaint form and send it to the parish clerk either to the email or postal address below:

[clerk.pillertonherseypc@outlook.com](mailto:clerk.pillertonherseypc@outlook.com)

Pillerton Hersey Parish Council  
c/o 8 Silvester Cottages  
Preston on Stour  
CV37 8NQ

#### **Before the Meeting**

4. The clerk or other nominated officer shall acknowledge receipt of the complaint and advise the complainant when the matter will be considered by the council or by the committee established for the purposes of hearing complaints. The complainant should also be advised whether the complaint will be treated as confidential or whether, for example, notice of it will be given in the usual way (if, for example, the complaint is to be heard by a committee).

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<sup>1</sup> <https://www.stratford.gov.uk/council-democracy/complaints-about-councillors.cfm>

5. The complainant shall be invited to attend a meeting and to bring with them a representative if they wish. The clerk or nominated officer will aim to arrange this within 14 days.
6. Seven clear working days prior to the meeting, the complainant shall provide the council with copies of any documentation or other evidence relied on. The council shall provide the complainant with copies of any documentation upon which they wish to rely at the meeting and shall do so promptly, allowing the claimant the opportunity to read the material in good time for the meeting.

### **At the Meeting**

7. The council 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.
8. The chairman should introduce everyone and explain the procedure.
9. The complainant (or representative) should outline the grounds for complaint and, thereafter, questions may be asked by (i) the clerk or other nominated officer and then (ii), members.
10. The clerk or other nominated officer will have an opportunity to explain the council's position and questions may be asked by (i) the complainant and (ii), members.
11. The clerk or other nominated officer and then the complainant should be offered the opportunity to summarise their position.
12. The clerk or other nominated officer and the complainant should be asked to leave the room while members decide whether or not the grounds for the complaint have been made. If a point of clarification is necessary, *both* parties shall be invited back.
13. The clerk or other nominated officer and the complainant should be given the opportunity to wait for the decision but if the decision is unlikely to be finalised on that day they should be advised when the decision is likely to be made and when it is likely to be communicated to them.

### **After the Meeting**

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



**Pillerton Hersey Parish Council**

**Formal Complaint Form**

<b>Name:</b>	
<b>Address:</b>	
<b>Telephone no:</b>	
<b>Email:</b>	

**Confidentiality**

Complaints are treated as confidential unless you waive your right to confidentiality.

Do you waive your right to confidentiality?

Yes / No (*please delete as appropriate*)

**Your Complaint**

Please give full details of your complaint below, including any specific events, names of relevant officers or contractors etc. Please continue overleaf and add additional sheets as required.

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**Signed:**

**Date:**