

BRINSLEY PARISH COUNCIL

COMPLAINTS POLICY

Overview

This policy outlines how Brinsley Parish Council handles complaints to ensure they are addressed fairly and efficiently.

Complaints should first be raised informally with the Clerk, Chairman, or a Councillor. If unresolved, they should be submitted in writing. The Council will review the complaint during a private meeting, and the complainant can attend with a representative.

After the meeting, the Council will confirm its decision in writing within seven working days, along with any actions to be taken. **Purpose**

This policy sets out how Brinsley Parish Council addresses complaints about its activities, ensuring transparency and fairness.

Procedure

1. Complaints should first be raised informally with the Clerk, Chairman, or a Councillor.
2. If unresolved, the complaint must be submitted in writing to the Clerk or Chairman.
3. The Clerk or Chairman will acknowledge receipt and inform the complainant of the review date.
4. The Complaints panel (minimum 3 members) will be selected by the Full Council.
5. The complainant may attend the meeting with a representative if they wish.
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

1. The meeting will be in private. The resulting decision will be made public by notices and media releases.
2. The Chairman will introduce everyone and explain the procedure.
3. The complainant (or representative) should outline the grounds for complaint and, thereafter, questions may be asked by members at the meeting.
4. The Clerk or Chairman will have an opportunity to explain the Council's position and questions may be asked by (i) the complainant and (ii), members.
5. The Clerk or Chairman and then the complainant should be offered the opportunity to summarise their position.
6. 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. If a decision of the full council is required, an extraordinary meeting shall be called.
7. 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

The Council will confirm its decision in writing within seven working days, detailing any actions to be taken.