

Complaints Procedure - Code of Practice

Before the meeting:

1. The complainant should be asked to put the complaint about the Council's procedures or administration in writing to the Responsible Financial Officer or other nominated proper officer.
2. If the complainant does not wish to put the complaint to the Responsible Financial Officer or other proper officer, they may be advised to put it to the Chairperson of the Council.
3. The Responsible Financial Officer shall acknowledge the receipt of the complaint and advise the complainant when the matter will be considered by the Council or by the committee established for the purpose of hearing complaints.
4. The Complainant shall be invited to attend the relevant meeting and bring with them such representative as they wish.
5. 7 clear working days prior to the meeting, the complainant shall provide the council with copies of any documentation or other evidence, which they wish to refer to at the meeting. The council shall similarly provide the complainant with copies of any documentation upon which they wish to rely on at the meeting.

At the meeting:

6. 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.
7. Chairperson to introduce everyone.
8. Chairperson to explain the procedure.
9. Complainant (or representative) to outline grounds of complaint.
10. Members to ask any questions of the complainant.
11. If relevant, Responsible Financial Officer or other proper officer to explain the Council's position.
12. Members to ask any question of the Responsible Financial Officer or other proper officer
13. Responsible Financial Officer or other proper Officer and complainant to be offered opportunity of last word (in this order)
14. Responsible Financial Officer or other proper Officer and complainant to be asked to leave the room whole Members decide whether or not grounds for complaint have been made. (If a point or clarification is necessary, **both** parties to be invited back).
15. Responsible Financial Officer or other proper officer and complainant return to hear decision or to be advised when the decision will be made.

After the meeting:

16. Decision confirmed in writing within seven working days together with details of any action to be taken.

Signed
Responsible Financial Officer

Signed
Chairman