



HUTTON CRANSWICK PARISH COUNCIL

COMPLAINTS PROCEDURE

COMPLAINT ABOUT CONDUCT AND BEHAVIOUR

A complaint about a **Councillor** is dealt with by the East Riding of Yorkshire Council's Standards Committee and can be made on-line on the eastriding.gov.uk website.

Alternatively, a complaint can be made by the following means:

Email: standards@eastriding.gov.uk

In writing to:

The Monitoring Officer
Head of Legal and Democratic Services
East Riding of Yorkshire Council
County Hall
Cross Street
Beverley
East Riding of Yorkshire
HU17 9BA.

A complaint about the **Clerk** will be dealt with under the Council's Disciplinary Policy. All complaints must be sent in writing to the Chairman of the Council (Chairman).

COMPLAINT ABOUT THE COUNCIL'S ADMINISTRATION AND PROCEDURES

1. The Council considers this procedure as an effective way in dealing with any complaint.
2. The Council aims to do its utmost to settle complaints promptly and satisfy complainants.
3. Complaints will be dealt with in the strictest confidence.
4. If it is not possible to resolve an unwritten complaint, then the complainant shall be asked to send the complaint, in writing, to the Clerk or, if the complainant prefers, to the Chairman.
5. On receipt of a written complaint, the Clerk/Chairman, as appropriate, in the first instance, shall try to resolve the complaint directly with the complainant.
6. The Council must be informed, at its next Meeting, of any written complaint that has been resolved directly with the complainant.
7. If the complainant is still unsatisfied, then the Clerk/Chairman shall bring the complaint to the next meeting of the Council.



Prior to a Meeting:

8. The Clerk shall notify the complainant of the date of the meeting the Council is to consider the complaint. The complainant will be invited to attend the meeting and may be accompanied by a representative.
9. Seven clear working days, excluding weekends and bank holidays, prior to the meeting, the complainant shall provide the Council with copies of any documentation or other evidence to be relied on.
10. The Council shall provide the complainant with copies of any documentation upon which it wishes to rely on, in the same time period.

At the Meeting:

11. The Council will resolve whether the circumstances of any complaint warrant the matter being discussed in the absence of the public and press.
12. The Chairman should introduce everyone and explain the procedure.
13. 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.
14. 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.
15. The Clerk or other nominated officer and then the complainant should be offered the opportunity to summarise their position.
16. 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.
17. The Clerk or other nominated officer and the complainant will be advised of the decision or when the decision will be made.
18. The decision of the Council will be final.

After the Meeting:

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