

## Complaints Procedure

Subsequent to the Local Government Act 1972, Parish and Town Councils are no longer subject to the jurisdiction of the Local Government Ombudsman and there is no statutory mechanism to which a complainant can rely for an independent formal assessment.

Burghwallis Parish Council adopted a formal complaints procedure to enable rate payers, public organisations and private bodies to inform us if they are dissatisfied with the administration of Burghwallis Parish Council's decisions and, or, practices and to enable the Council to deal efficiently and effectively with any discrepancies.

### **COMPLAINTS PROCEDURE** Step by step guide - what you need to do:

Initially, the complainant is asked to put the complaint about Burghwallis Parish Council's procedures or administration in writing to the Clerk:

Ms Joanne Halsall, Clerk to Burghwallis Parish Council at 137 Harpenden Drive, Dunscroft, Doncaster DN7 4HW Email: burghwallisparishcouncil@talktalk.net

If the complainant does not wish to put the complaint to the Clerk he or she is advised to address it to the Chairman of the Council - Councillor K Walters.

The Clerk or other nominated officer shall acknowledge receipt of the complaint and advise the complainant when the matter will be considered by Burghwallis Parish Council or by the committee established for the purposes of hearing complaints.

The complainant shall be invited to attend a meeting and to bring with them a representative if they wish.

Seven clear working days prior to the meeting the complainant shall provide the Council with copies of any documentation or other evidence relied on, and, in accordance with the principles of natural justice, Burghwallis Parish 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 Council meeting the Council shall consider whether the circumstances of the meeting warrant the exclusion of the public and the press. However, any decision on a complaint will be announced in public at the Council meeting.

The Chairman should introduce everyone and explain the procedure.

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.

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.

The Clerk or other nominated officer and then the complainant should be offered the opportunity to summarise their position.

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.

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.

Following the meeting, the decision will be confirmed in writing within seven working days, together with details of any action to be taken.

Approved by Burghwallis Parish Council at the Parish Council Meeting, held on the 23 February, 2016:

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Print name ..... KATHLEEN LYNN WALTERS  
Signature ..... *[Handwritten Signature]*  
Position ..... CHAIR  
Date ..... 23.2.16

Print name ..... JILL LAMING  
Signature ..... *[Handwritten Signature]*  
Position ..... Vice Chair  
Date ..... 23.2.16

Print name ..... DAVID MAXWELL  
Signature ..... *[Handwritten Signature]*  
Position ..... Councillor  
Date ..... 23/2/16

Print name ..... BRENDA GRIMES  
Signature ..... *[Handwritten Signature]*  
Position ..... Councillor  
Date ..... 23.2.16

Print name ..... DAVID HUDSON  
Signature ..... *[Handwritten Signature]*  
Position ..... COUNCILLOR  
Date ..... 23-2-2016

Print name .....  
Signature .....  
Position .....  
Date .....

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