

MEDBOURNE PARISH COUNCIL

MPC Complaints Procedure

Date policy approved:	02 March 2020
Policy reviewed by:	Parish Council
Policy last reviewed:	June 2016
Date of next review:	April 2022
Delegated responsibilities:	All members and Clerk

Signed by:	
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Medbourne Parish Council

COMPLAINTS PROCEDURE 2020

Medbourne Parish Council notes that the Local Government Ombudsman has no jurisdiction over parish councils. In the interests of reasonableness, accessibility, and transparency it has put in place its own Complaints Procedure based on recommended good practice. At all times the rules of natural justice will apply.

Any complaint should be put in writing to the Chairman of the Parish Council or Parish Clerk giving the complainant's full name, address, email address (if any), and contact telephone number together with the nature of the complaint. Complaints will be dealt with confidentially. However, if the complaint cannot be resolved by the first stage procedure, the complainant will be circulated to the Parish Council.

Complaints will be acknowledged within five working days and an indication of the timescale for resolution or response will be given.

If the complaint cannot be addressed satisfactorily by the Chair or Clerk, then the complaint will be heard by the Parish Council at the next available meeting. However if the nature of the complaint is complex or urgent, then a specially convened meeting may be necessary. Notification of when this meeting will take place will be given to the complainant who may bring a representative to the meeting if they wish.

Any documents relating to the complaint from the complainant and the Parish Council must be made available to either side within seven clear working days of the convened meeting, in order for these to be read before the meeting.

In the interests of confidentiality, at the meeting, the Parish Council should decide whether to exclude the public and press from such a meeting. However, any decision on a complaint shall be announced at the next Parish Council Meeting.

The complainant (or representative) should outline the grounds for the complaint after which questions may be asked by the Clerk and members of the Parish Council. The Clerk should explain the Parish Council's position after which they may be asked a question by the complainant or representative.

A summary from both sides would then follow. The Clerk and the complainant and any representatives should leave the room for discussion by the Parish Council – if necessary, both parties could be invited back if there is a need for clarification.

Both the Clerk and complainant should be given the opportunity to wait for the Parish Council's decision but if this is unlikely to be finalised at the meeting they should be advised of when this is likely to be made and when they should expect details. The Council will aim to confirm the decision in writing within seven working days together with details of any action to be taken.

Complaints about an individual Parish Councillor should be submitted to the Monitoring Officer of Harborough District Council. The Chair of the Parish Council should be advised if such a complaint has been lodged.

MPC – Mar 2020.