**FARNDON PARISH COUNCIL**

**COMPLAINTS PROCEDURE**

1. If a complaint about procedures or administration is notified orally to a Councillor or the Clerk and the complaint cannot be satisfactorily dealt with forthwith, then the complainant shall be asked to put the complaint in writing to the Clerk and be assured that it will be dealt with promptly after receipt.
2. If the complainant prefers not to put the complaint to the Clerk then he/she shall be advised to put it to the Chairman.
3. On receipt of a written complaint the Clerk or the Chairman, as the case may be, shall try to settle the complaint directly with the complainant. If the complaint is about the behaviour of the Clerk or the Chairman they should first be notified of the complaint and given the opportunity to comment on the manner in which it is intended to attempt to settle the complaint.
4. If the Clerk or Chairman receives a written complaint about his or her own actions, he or she shall refer the complaint to the Council.
5. The Clerk or Chairman shall report to the next meeting of the Council any written or oral complaint disposed of by direct action with the complainant.
6. The Clerk or Chairman shall bring any written complaint which has not been settled to the next meeting of the Council and the Clerk shall notify the complainant of the date on which the complaint will be considered, and the complainant shall be offered an opportunity to explain the complaint orally.
7. The Council shall consider whether the circumstances attending any complaint warrant the matter being discussed in the absence of the press and public but any decision on a complaint shall be announced at the Council meeting in public.
8. As soon as any decision or action has been taken in relation to a complaint, the Clerk shall communicate it in writing to the complainant.
9. A Council shall defer dealing with any written complaint **only** if it is of opinion that issues of law or practice arise on which advice is necessary from the Association of Parish Councils. The complaint shall be dealt with at the next meeting after the advice has been received.