



## COMPLAINTS PROCEDURES

### **Complaints about an employee of the council (e.g. the clerk)**

These should be dealt with as an employment matter. The complainant can be assured that the matter will be dealt with internally as such and appropriate action taken as required

### **Complaints about a councillor**

Complainants should be advised to contact either the Councillor concerned, the Chairman or the Clerk of the Hempnall Parish Council. If the matter is not resolved complainants should be advised to contact the Standards Board for England, 5th Floor, St. Christopher House, 98-104 Southwark St, London, SE1 0TE.

### **Complaints by an employee**

These should be dealt with by use of the council's employee grievance policy and procedure.

### **Complaints about the administration of the council or about its procedures**

#### **Preamble**

This procedure is designed for those complaints that cannot be satisfied by less formal measures or explanations provided to the complainant by the clerk or other proper officer or chairman. A copy of this procedure shall be supplied to the complainant.

The clerk or other proper officer represents the position of the council at the meeting at which the complaint is considered. If the clerk or other proper officer is putting forward the justification for the action or procedure complained of, they should not advise the council.

At all times, the rules of natural justice will apply. In other words, all parties should be treated fairly and the process should be reasonable, accessible and transparent.

#### ***Before the Meeting***

1. The complainant should be asked to put the complaint about the council's procedures or administration in writing to the clerk.
2. If the complainant does not wish to put the complaint to the clerk, they may be advised to put it to the chairman of the council.
3. The clerk/chairman shall acknowledge the receipt of the complaint and advise the complainant when the matter will be considered by the council.
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 at the meeting.



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## COMPLAINTS PROCEDURES (Continued)

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



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## **EMPLOYEE GRIEVANCE POLICY AND PROCEDURE**

### **Policy**

All employees can expect at all times to be treated with honesty, trust, respect and fairness and everybody is expected to treat others with honesty, trust, respect and fairness. To facilitate this, employees with a grievance relating to their employment can use this procedure to assist in resolving the problem as quickly and as fairly as possible.

### **Procedure**

#### **Stage 1 - Informal Discussions**

If an employee has a grievance about their employment this should be discussed informally with the chairman of the council or another council member. It is hoped that the majority of concerns will be resolved at this stage.

#### **Stage 2 – of the Formal Grievance Procedure**

If an employee feels that the matter has not been resolved through informal discussions, they should put their grievance in writing the chairman of the council or another council member. The chairman or council member will respond within 7 working days in an endeavor to resolve the matter.

#### **Stage 3 - of the Formal Grievance Procedure**

If the matter is not resolved, the employee may raise the matter, in writing, with the full council which must give a response within 14 working days. You may be accompanied or represented at any meeting by somebody of your choice, if this person is also a councilor they must abstain from any vote of the council relating to the issues raised. The council's decision is final.