



DEEPING ST JAMES PARISH COUNCIL

The Institute, 38 Church Street, Deeping St James, Peterborough PE6 8HD
E-mail: clerk.dsipc@btconnect.com Tel: 01778 343266 www.dsipc.co.uk

Parish Clerk: Julie Fortnum

COMPLAINTS

1. If a complaint about procedures or administration is notified orally to a Councillor or the Clerk to the Council (hereinafter the Clerk), and it is not possible to satisfy the complainant fully forthwith 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 a complaint prefers not to put the complaint to the Clerk or refers to the personal conduct of the Clerk he or she shall be advised to write to the Chairman of the Council (hereinafter the Chairman).
- 3 (a) On receipt of a written complaint, the Clerk or Chairman as the case may be, shall, except where the complaint is about his or her own actions, try to settle the complaint directly with the complainant.

(b) Where the complainant refers to the behaviour of a Member or the Clerk, the person complained of will be notified of the manner in which it is proposed to settle the matter, and be given an opportunity to comment.

(c) Where the Clerk or Chairman receives a written complaint about his or her own actions, he or she shall forthwith refer the complaint, as follows:

Clerk to the Council - to the Chairman of the Council.
Chairman of the Council - to Vice-Chairman of the Council.
4. The Clerk or Chairman shall report to the next meeting of the Council any written complaint disposed of by direct action with the complainant.
5. The Clerk or Chairman shall bring any written complaint which cannot be 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.
6. The Council shall consider whether the circumstances attending any complaint warrant the matter being discussed in the absence of the press and public (including the complainant, if present), but any decision on a complaint shall be announced at the meeting in public.
7. As soon as may be after the decision has been made it, and the nature of any action to be taken, shall be communicated in writing to the complainant.
8. The Council shall defer dealing with any written complaint only if it is of the opinion that issues of law and practice arise on which advice is necessary from the Association. The complaint shall be dealt with at the next Council meeting after the advice has been received.
9. This procedure will not prejudice the rights of an elector to question the auditor at the annual audit of accounts.



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