

STANSTEAD PARISH COUNCIL

Email: stansteadpc@gmail.com

Stanstead Village Community Centre,
The Hill, Stanstead, Suffolk CO10 9AP

COMPLAINTS PROCEDURE

The following procedure should be followed by anyone wishing to make a complaint against the Parish Council's procedures or administration.

If you have a complaint against a Councillor, you should write to:

The Monitoring Officer
Babergh and Mid Suffolk District Council
Endeavour House
8 Russell Road
Ipswich IP21 2BX

If you have any other complaint you should write to:

The Parish Clerk
Stanstead Village Community Centre
The Hill
Stanstead
Suffolk
CO10 9AP

To allow your complaint about the Parish Council to be dealt with, the Parish Council has adopted the following Code of Practice which will be followed where complaints cannot be resolved less formally by the Clerk to the Council or the prevailing Chair.

Before the Meeting

1. The complainant shall be asked to put the complaint about the council's procedures or administration in writing to the council's proper officer, the clerk.
2. If the complainant does not wish to put the complaint to the clerk, they will be advised to put it to the chair of the council.
3. The clerk will acknowledge the receipt of the complaint and advise the complainant as to when the matter will be considered by the Parish Council.
4. The Parish Council will convene a committee of no more than 3 members to hear the complaint, one of which will be the Chair of the Parish Council.

5. The complainant will be invited to attend the relevant meeting and bring with them such representative as they wish.
6. Seven clear working days prior to the meeting, the complainant will provide the council with copies of any documentation or other evidence, which they wish to refer to at the meeting. The council will similarly provide the complainant with copies of documentation upon which they wish to rely at the meeting.

At the Meeting

7. The council will consider whether the circumstances of the meeting warrant the exclusion of the public and the press. Any decision on a complaint will be announced at the council meeting in public.
8. The Chair will introduce everyone.
9. The Chair will explain the procedure.
10. The Complainant (or their representative) will outline the grounds for complaint. If both are in attendance, only 1 will be permitted to speak.
11. The Council members will then ask any question of the complainant or their representative.
12. If relevant or necessary, the clerk will explain the council's position.
13. The Council members will ask any question of the clerk.
14. The complainant (or their representative) and the Clerk will be offered the opportunity of the last word.
15. The complainant (and their representative) and the Clerk will be asked to leave the room while the committee members decide whether or not the grounds for the complaint have been made.

Note: If a point of clarification is necessary then both parties will be invited back.

16. The complainant (and their representative) and the Clerk will return to hear the Council's decision or will be advised as to when the decision will be made.

After the Meeting

7. The decision will be confirmed in writing within seven working days together with details of any action to be taken.