

# **TYWARDREATH & PAR PARISH COUNCIL**

## **COMPLAINTS PROCEDURE**

Tywardreath & Par Parish Council recognises that there may be occasions when members of the public express concern about the activities of one of its members or employees. In order that such complaints are handled consistently and transparently this Complaints Procedure has been adopted by the council.

### **VERBAL COMPLAINTS**

1. On receipt of a verbal complaint the Parish Clerk will try to satisfy the complainant immediately or as soon as is practicable.
2. If a verbal complaint is received by a member, that member will refer the complainant to the Parish Clerk.
3. If the Parish Clerk is unable to satisfy the complainant with a verbal response then he/she will request that the complaint be put in writing in order that it can be investigated more fully.
4. If the complainant prefers not to put the complaint in writing to the Parish Clerk then he/she will be advised to put it to the Chairman.

### **WRITTEN COMPLAINTS**

1. On receipt of a written complaint the Chairman or Parish Clerk (except where it is about their own actions) will try to settle the matter directly with the complainant. The member or employee concerned will be consulted to give him/her the opportunity to comment on the way it is intended to settle the complaint.
2. The Chairman or Parish Clerk will bring any written complaint that has not been settled to the next meeting of the council and the Parish Clerk will notify the complainant of the meeting date. The complainant will be offered the opportunity to explain the complaint orally at that meeting. The Parish Clerk will consult with the Chairman/Deputy Chairman as to whether the discussion should take place with the press and public excluded, but any decision reached will be announced publicly at the next meeting of the council.
3. If the complaint is made against a member or employee the Parish Clerk will present the complaint for consideration by the council.
4. If a complaint is made against the Parish Clerk the Chairman will present the complaint for consideration by the council.
5. As soon as possible after a decision has been made the Parish Clerk will notify the complainant in writing the nature of any action taken by the council.

If a member of the public is not satisfied with the appropriateness of the above procedures he/she has the right to refer the complaint to the Standards Committee at Cornwall Council.

Adopted by Tywardreath & Par Parish Council on 7<sup>th</sup> October 2010

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