

HORTON PARISH COUNCIL COMPLAINTS PROCEDURE

1. Horton Parish Council is committed to providing a high standard of service for the benefit of all members of the community who live or work within the parish.
2. This complaints procedure is **only** applicable to complaints about council administration and procedures.
3. This complaints procedure does NOT apply to the following:
 - i. A complaint by a Councillor against an employee
 - ii. A complaint about a Councillor
 - iii. A complaint by one Councillor against another.
4. The above are actioned under (i) employment legislation (ii & iii) The Code of Conduct.
5. Procedures:
 - i. A complaint must be made within 12 months of the matter/s which are subject to the complaint
 - ii. The complaint must be submitted in writing or by email to the Clerk of the Council.
 - iii. Should the complainant not wish to submit the complaint to the Clerk, it may be submitted to the Chairman
 - iv. The complaint will be acknowledge within 7 working day
 - v. The Clerk or Chairman will in the first instant investigate and try to settle the complaint and report in full to the next full meeting of the Council
 - vi. Should a settlement not be reached the Council will be required to convene a meeting of the Governance Committee (3 appointed council members) of the Parish Council
 - a) The committee will convene and consider if the matter should be considered without the press and the public present and set a date for a hearing.
 - b) 14 working days' notice of the hearing date must be given. The Clerk and/or Chairman and the complainant will be invited to attend and make representation.
 - c) The decision of the committee must be communicated within 20 working days of the hearing
 - d) To ensure openness, a summary of the complaint and decision will be reported via an agenda item to the next full meeting of the Council

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Complaints Procedure			
Version 2020	Created 2020/09/15 Benta Hickley Parish Clerk	Ratified 2020/10/20	To be reviewed 2022/10/20