



## 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 acknowledged within 7 working days
  - 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

Horton Parish Council			
Complaints Procedure			
Original Version created 2020	Reviewed by Parish Clerk Jayne Kennedy – March 2024	Ratified 19/03/2024	To be reviewed 19/03/2025