

# Glaphorn Parish Council

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## COMPLAINTS PROCEDURE

*This Complaints Procedure was re-adopted by the Council at its Meeting held in May 2021*

Glaphorn Parish Council aims to deal with all our residents and other community stakeholders in a fair and proper manner.

However, we understand that occasionally things may go wrong. So, if you want to complain about the way the Council has dealt with a matter, this procedure aims to make the process of making a complaint clear and transparent. It sets out the way in which, and the timescales within which, we will respond to and deal with your complaint.

It should be noted that this procedure only relates to the administration of the Council and the way it runs its services. To complain on any other matter please refer to the table below. The Parish Clerk or Chair of the Council will be able to assist you further.

Type of conduct	Refer to
Financial irregularity	Local elector's statutory right to object to Council's audit of accounts pursuant to s.16 Audit Commission Act 1998. On other matters, councils may need to consult their auditor / Audit Commission
Criminal activity	The Police
Member conduct	In England, a complaint relating to a member's failure to comply with the Code of Conduct must be submitted to the standards committee of East Northamptonshire Council.
Employee conduct	Internal disciplinary procedure

### Before the Meeting

1. The complainant should be asked to put the complaint about the council's procedures or administration in writing to the clerk.

Details on how to contact the clerk will be found above and on the parish notice board or the village website at [glaphorn.org.uk](http://glaphorn.org.uk)

2. If the complainant does not wish to put the complaint to the clerk or other nominated officer, he or she should be advised to address it to the chairman of the council whose details will be found on the parish notice board or the village website at [glaphorn.org.uk](http://glaphorn.org.uk).

3. The clerk or other nominated officer shall acknowledge receipt of the complaint within five working days and advise the complainant when the matter will be considered by the council or by the committee established for the purposes of hearing complaints. The complainant should also be advised whether the complaint will be treated as confidential or whether, for

example, notice of it will be given in the usual way (if, for example, the complaint is to be heard by a committee).

4. The complainant shall be invited to attend a meeting and to bring with them a representative if they wish.

5. Seven clear working days prior to the meeting, the complainant shall provide the council with copies of any documentation or other evidence relied on. The council shall provide the complainant with copies of any documentation upon which they wish to rely at the meeting and shall do so promptly, allowing the claimant the opportunity to read the material in good time for the meeting.

### **At the Meeting**

6. The council shall consider whether the circumstances of the meeting warrant the exclusion of the public and the press. Any decision on a complaint shall be announced at the council meeting in public.

7. The chairman should introduce everyone and explain the procedure.

8. The complainant (or representative) should outline the grounds for complaint and, thereafter, questions may be asked by (i) the clerk or other nominated officer and then (ii) members.

9. The clerk or other nominated officer will have an opportunity to explain the council's position and questions may be asked by (i) the complainant and (ii) members.

10. The clerk or other nominated officer and then the complainant should be offered the opportunity to summarise their position.

11. The clerk or other nominated officer and the complainant should be asked to leave the room while members decide whether or not the grounds for the complaint have been made. If a point of clarification is necessary, both parties shall be invited back.

12. The clerk or other nominated officer and the complainant should be given the opportunity to wait for the decision but if the decision is unlikely to be finalised on that day they should be advised when the decision is likely to be made and when it is likely to be communicated to them.

### **After the Meeting**

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