



## **HEDON TOWN COUNCIL**

### **CODE OF PRACTICE**

### **HANDLING COMPLAINTS**

This procedure is aimed at those situations where a complaint has been made about the administration of the Hedon Town Council or its procedures.

This procedure is designed for those complaints that cannot be satisfied by less formal measures or explanations provided to the complainant by the Town Clerk or Chairman.

At all times all parties should be treated fairly, and the process should be reasonable, accessible and transparent.

Complaints subject to this procedure shall be dealt with by the Hedon Town Council.

#### **CODE OF PRACTICE**

##### **Before the meeting**

1. The complainant shall put the complaint about the council's procedures or administration in writing to the Town Clerk.
2. If the complainant does not wish to put the complaint to the Town Clerk they may be advised to put it to the Chairman of the Hedon Town Council (Mayor).
3. The Town Clerk or Chairman shall acknowledge receipt of the complaint in writing and advise the complainant when the matter will be considered by the Council.
4. The complainant shall be invited to attend the relevant meeting and bring with them such representative as 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 which they wish to refer to at the meeting. The Council shall similarly provide the complainant with copies of any documentation upon which they wish to rely at 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 meeting in public)*
7. The Chairman to introduce everyone present.
8. The Chairman to explain the procedure.
9. The complainant (or their representative) to outline the grounds for complaint.
10. Members to ask any questions of the complainant.
11. If relevant, the Town Clerk to explain the Council's position.
12. Members to ask any questions of the Town Clerk.
13. The Town Clerk and the complainant to be offered the opportunity of the last word (in this order).
14. The Town Clerk and the complainant and their representative (if present) to be asked to leave the room whilst members decide whether the grounds for complaint have been made. If a point of clarification is necessary, **BOTH** parties are to be invited back.
15. The Town Clerk or Chairman and the complainant and their representative (if present) to return to the meeting to hear the decision.

## **After the meeting**

16. The decision made by the Council shall be confirmed in writing to all parties concerned within 7 working days together with details of any action to be taken.