BROADSTAIRS AND ST PETER'S TOWN COUNCIL

HANDLING COMPLAINTS POLICY 2015

STAFF

Complaints regarding staff will be dealt with, in the first instance, by the Staff Management Sub Committee and treated as an employment matter in accordance with the Town Council's Disciplinary and Grievance Procedures subject to the exclusion of the press and public. *Public Bodies [Admissions to meetings] Act 1960 and LGA1972s100.* The complainant is to be assured that the complaint will be investigated internally and any subsequent appropriate action will be taken.
A member of staff may request an independent person to be present during the process.

COUNCILLORS

Complaints regarding Councillors who are in breach of the adopted Parish Council's Code of Conduct must be passed to the Standards Committee at Thanet District Council. Complainants should be advised to write direct to the Thanet District Council Monitoring Officer or the Chair of the local Standards Committee.

Code of Practice

Administration and Procedures Complaints

General queries and questions regarding the administration and procedures of the Council are to be handled in the first instance by the Town Clerk. If the person or persons are still not satisfied with the Town Council's administration and procedures then the following code of practice is to be followed.

Before the Meeting

1. The complainant to put the complaint in writing to the Town Clerk or Chairman of the Council.

2. Town Clerk or the Chairman of the Council to acknowledge receipt of the complaint and will advise the complainant that the matter will be considered in the Council Chamber, Pierremont Hall, Broadstairs.

3. The complainant to be advised when the complaint is to heard and will be invited to attend with such representative as they wish.

4. Any complaint heard by the Town Council, committee, or sub committee will require all documentation and evidence to be presented 7 clear working days prior to the meeting.

At the Meeting

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

2 Chairman to introduce everyone.

3 Chairman to explain procedure.

4 Complainant [or representative] to outline grounds for complaint.

5 Members may ask any question of the complainant.

6 If relevant, Town Clerk or other proper officer to explain the Council's position.

7 Members may ask the Town Clerk or other proper officer any question.

8 Town Clerk or other proper officer and complainant to be offered opportunity of last word. [In that order].

9 Town Clerk or other proper officer and complainant to be asked to leave the Chamber while members decide whether or not the grounds for the complaint have been made. [If a clarification is necessary, both parties to be invited back].

10 Town Clerk or other proper officer and complainant to return to hear decision, or be advised when decision will be made.

After the Meeting.

1 Decision to be confirmed in writing within seven working days together with details of any action to be taken