



# Rivenhall Parish Council

SERVING THE COMMUNITIES OF RIVENHALL AND RIVENHALL END IN THE BRAINTREE DISTRICT  
IN THE COUNTY OF ESSEX

CLERK TO THE PARISH COUNCIL

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## **A GUIDE TO RIVENHALL PARISH COUNCIL'S COMPLAINTS PROCEDURE.**

**The following procedure is designed for those complaints that cannot be satisfied by less formal measures or explanations provided to the complainant by the Clerk or Chairman of the Council.**

Complaints about a Councillor are subject to the jurisdiction of the Standards Board. Complainants shall be advised to contact the Monitoring Officer at Braintree District Council for further information. (Details are available from the Clerk to the Parish Council).

The following guide is, therefore, aimed at those situations where a complaint has been made about the administration of the Parish Council or about its procedures. At all times, the rules of natural justice will apply. All parties should be fairly treated and the process should be reasonable, accessible and transparent.

### **Stage 1.**

- The complainant is requested to put their complaint in writing to the Clerk to the Parish Council.
- The Clerk will acknowledge receipt of the complaint within seven days, and advise the complainant as to when the complaint will be considered by the Council.
- The complainant shall be invited to attend the relevant meeting and bring with them such representatives as they wish.

### **Stage 2.**

- Seven clear 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.

### **Stage 3.**

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

- The Chairman will introduce everyone and explain the procedure.
- The complainant will outline the grounds for complaint.
- Members may then ask any question of the complainant.
- If relevant, the Clerk shall explain the Council's position.
- Members may then ask any question of the Clerk.
- The Complainant and the Clerk shall be offered an opportunity for a last word (in this order).
- The Clerk and the complainant shall 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).
- The Clerk and the complainant shall return to hear the decision, or to be advised when the decision will be made.

#### **Stage 4.**

- The decision shall be confirmed in writing within seven working days, together with details of any further action to be taken.

*This Complaints Procedure was revised in January 2012.  
(Keith P. Taylor, Clerk to the Parish Council.)*