

NORTH BADDESLEY PARISH COUNCIL
COMPLAINTS PROCEDURE

This Complaints procedure was adopted by the Parish Council in March 2013 and is reviewed annually.

Last Review May 2023

Next Review May 2024

Before the Meeting

- 1 The complainant should put the complaint about the Council's procedures or administration in writing to the Clerk or other nominated officer. If the complain is about a Parish Councillor, it should be referred to TVBC: [Complaint about a Councillor | Test Valley Borough Council](#)
- 2 If the complainant does not wish to put the complaint to the Clerk or other nominated officer they should address it to the Chairman of the Council.
- 3 The Clerk or other nominated officer shall acknowledge receipt of the complaint and advise the complainant when the matter will be considered by the Council. The complainant shall also be advised whether the complaint will be treated as confidential or whether notice of it will be given in the usual way.
- 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 shall introduce everyone and explain the procedure.
- 8 The complainant (or representative) shall outline the grounds for complaint and, thereafter, questions may be asked by (i) the Clerk or other nominated officer and then (ii), councillors.
- 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), councillors.
- 10 The Clerk or other nominated officer and then the complainant shall be offered the opportunity to summarise their position.

11 The Clerk or other nominated officer and the complainant shall be asked to leave the room while councillors 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 shall be given the opportunity to wait for the decision but if the decision is unlikely to be finalised on that day they shall 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 shall be confirmed in writing within seven working days together with details of any action to be taken. The Council's decision is final.