

IREBY & ULDALE PARISH COUNCIL

COMPLAINTS

Ireby & Uldale Parish Council is committed to providing a quality service and aims to act at all times fairly and with integrity.

If you feel you need to complain - about the Council as a body, about an individual Councillor or about a Council Employee - it is important that we understand the nature of the complaint and have the opportunity to address it with you to achieve a satisfactory outcome. Causes for complaint often arise as a result of misunderstandings or misapprehensions. Our preference is to deal with any complaint directly together with the complainant in a constructive and amicable manner without having to invoke formal procedures.

If you have a complaint, please contact our Clerk or, if the matter concerns our Clerk, our Chair. He or she will then try to resolve the matter directly with you in a timely manner, wherever possible within 20 working days.

However, should it not be possible to resolve your complaint as above we will follow the formal complaints procedure.

FORMAL COMPLAINTS

Complaints about Procedures, Services, Administration, or the conduct of the Clerk

Receipt of Complaint

- The complainant will be asked to put the complaint about the Council's procedures or administration in writing to the Clerk.
- If the complainant does not wish to put the complaint to the Clerk, he or she should be advised to address it to the Chair of the Council.
- The Clerk shall acknowledge receipt of the complaint and advise the complainant when the matter will be considered by the Council or by a committee established for the purposes of hearing the complaint. The complainant should also be advised whether the complaint will be treated as confidential.
- The complainant shall be invited to attend a meeting and to bring with them a representative if they wish.
- 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

- 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.
- The Chair should introduce everyone and explain the procedure.
- 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.
- The Clerk will have an opportunity to explain the Council's position and questions may be asked by (i) the complainant and (ii) members.
- The Clerk and then the complainant should be offered the opportunity to summarise their position.
- The Clerk 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.

- The Clerk 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

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

Complaints about individual councillors

If a member of the public believes that a councillor is in breach of the Council's Code of Conduct a complaint may be lodged with the Monitoring Officer of the Local Authority.

Complaints about the council's financial affairs

If a member of the public wishes to raise a complaint regarding the Council's finances it should be lodged with the Council's External Auditor.

Complaints under the Freedom of Information Act

Complaints about not releasing information under the Freedom of Information Act 2000 should be referred to the Information Commissioner.

Adopted: September 2025