



Whetstone Parish Council Complaints Procedure

1. All complaints must be in writing and addressed to the Clerk. E-mail is considered a satisfactory form of communication for these purposes. If a member of staff takes down information from a member of the public face-to-face, and it is agreed the written record made is accurate, that will count as "in writing".
2. All complaints must contain the complainant's title, full name, address and signature and should be date stamped upon receipt within the office.
3. The complainant does not need to be a resident of Whetstone.
4. The receipt of the complaint will be acknowledged within 7 working days.
5. The Clerk will report the complaint to the Chairman of the Council and the Chairman of the relevant Committee without delay.
6. If the complaint is against the Clerk, the Chairman will direct the Staff Working Party to meet as soon as necessary (depending on the circumstances) to look into the matter.
7. The Clerk will refer any other complaints to the relevant Working Party/Full Council as soon as necessary (depending on the circumstances) to look into the matter.
8. If the matter is urgent, the Clerk or the Chairman (ref. paragraphs 6 and 7 above) will call an emergency meeting of either the relevant Working Party, or Full Council (as required).
9. Complaints will be treated in confidence until Full Council agrees otherwise (for the purposes of fairness and Data Protection).
10. The complainant will be kept informed at all times of what the Council is doing.
11. The complainant will be invited to all meetings at which the complaint is to be discussed. If the matter is considered "In Committee", the member of staff will not be excluded from that discussion.
12. If the complaint is against any member of the Council's staff, that person shall have the right to attend all meetings at which the complaint is to be discussed. If the matter is considered "In Committee", the member of staff will not be excluded from that discussion. The member of staff shall have the right to be accompanied by one other person of his/her choosing.

13. The Council's resolution of the matter will be reported to the complainant, within 1 calendar month, in writing. In the event of further consideration needing to be made the complainant will be kept informed of progress as required.

14. If the complaint was against a member of staff, that person will receive written notification of the Council's resolution as soon after it has been reached as possible. If the decision involves a disciplinary matter, the Council's disciplinary process will be put in hand immediately.