

Procedure For Dealing with Complaints

Before the Meeting

1. The complainant to be requested to put the complaint about the Council's procedures or administration in writing to the Clerk or the Chairperson or the Vice-Chairperson.
2. The receipt of the complaint to be acknowledged by the Clerk who will advise the complainant when the matter will be considered either by the Council or by a Committee established for the purpose of hearing complaints.
3. The complainant shall be invited to attend the meeting at which the complaint is to be considered and advised that they may be accompanied by a representative if they so wish.
4. At least seven clear days before the meeting the complainant shall be required to provide the Council with copies of such documents and other evidence they wish to refer to at the meeting. The Council, similarly, will provide the complainant with copies of those documents and other evidence upon which it will rely at the meeting.
5. In preparing the Agenda for the meeting, the Clerk will form an opinion as to whether the matter before the Council or the Committee should be considered in Public or Private (ie whether the press and the public should be permitted to remain during consideration of the circumstances of the complaint) and prepare the Agenda accordingly.

At the Meeting

1. The Chairperson to introduce everyone and to explain the procedure.
2. The complainant or their representative to present the reason(s) for the complaint.
3. The Members may ask any questions they may have of the complainant or their representative regarding the complaint.
4. The Clerk to explain the Council's position.
5. The Members may ask any questions of the Clerk regarding the Council's position.
6. The Clerk be offered the opportunity to sum up case for the Council.
7. The complainant or their representative be offered to sum up their case.
8. The Clerk and the complainant be asked to withdraw from the meeting room while the Council or Committee consider the evidence presented

and determine whether or not the complaint should be upheld. (If a point of clarification is required, both parties to be invited back).

9. The Clerk and the complainant be invited back and advised of the decision, or be advised as to when a decision will be made.
10. The decision of the Council or Committee to be announced at a meeting in public.

After the Meeting

1. The decision of the Council or of the Committee to be confirmed in writing within seven working days with details of any action the Council or Committee require to be taken.