



# TERLING AND FAIRSTEAD PARISH COUNCIL

*Parish Clerk:* Frankie Killby

3 Pilgrims Court, Cuckoo Hill, Bures, Essex CO8 5LF

*Tel:* 01787 227700 · *Email:* [clerk@terlingandfairsteadpc.co.uk](mailto:clerk@terlingandfairsteadpc.co.uk) · [www.terlingandfairstead.org.uk](http://www.terlingandfairstead.org.uk)

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### COMPLAINTS PROCEDURE

1. The complainant will be asked to put the complaint in writing to the Clerk to the Council or to the Chairman of the Council.
2. The complainant will receive acknowledgement within 14 days.
3. The Clerk or Chairman will seek to settle the complaint directly with the complainant.
4. The Clerk or the Chairman will report any complaint disposed of by direct action with the complainant to the next meeting of the Council.
5. If the complaint has not been settled by the Clerk or the Chairman it will be referred to the Complaints Committee of the Council at which time all parties will be invited to attend.
6. If the complaint has still not been resolved to the satisfaction of the complainant, the Complaints Committee will report the complaint to the next full Council meeting. The Clerk will notify the complainant of the meeting date and he or she will be offered an opportunity to explain the complaint to the council orally.
7. The Council may consider whether the circumstances of any complaint warrant the matter being discussed in the absence of the press and public, but any decision on the complaint will be announced at the Council meeting in public.
8. As soon as possible after the decision has been made (and in any event not later than 10 days after the meeting) the complainant will be notified in writing of the decision and any action to be taken.
9. The Council may defer dealing with any complaint if it is of the opinion that issues arise on which further advice is necessary. The advice will be considered and the complaint dealt with at the next meeting after the advice has been received.

Depending on the nature of the complaint there may be an occasion when the complaint cannot be resolved and the complainant wishes to take the matter further.

These will include complaints concerning the following:

- A complaint regarding an individual should be referred to The Monitoring Officer, Braintree District Council
- An accusation of financial wrongdoing, where a complaint may be made to the Council's external auditor.
- Breaches of the members Code of Conduct for the Council may result in an allegation being made to the Standard Board for England.



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- Any matter that raises a suspicion of criminal wrongdoing can be referred to the police.
- Where someone feels strongly that a decision of the Parish Council was unlawful they may apply to the courts.

Reviewed May 2023

Next review May 2024