**Landewednack Parish Council**

**Clerk: Rachel Allerton, 6 Mitchell Close, The Lizard, Helston, Cornwall, TR12 7RR**

**Telephone: 01326 290454 Email:** **clerk@landewednackcouncil.org.uk**

Chairman: Councillor Barry Browning

Complaints Procedure

To be used in cases of complaint by the Public about the Parish Council's Work, Employee’s or Members

Before the meeting

1    The complaint should be sent in writing to the Clerk.

2    If the complaint is about the actions of the Clerk, it may be addressed to the Chair of the Council.

3:   The Clerk shall acknowledge the receipt of the complaint within seven working days with details of when the matter will be considered by the Council (usually the date of the next ordinary meeting of the council).

4    The complainant shall be invited to attend the meeting, so that they can explain their complaint 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 they wish to refer to at the meeting. The Council shall similarly provide the complainant with copies of any documentation upon which they wish to rely at the meeting.

**At the meeting**

6    The Council shall consider whether the circumstances of the meeting warrant the exclusion of the press and public. Any decision on a complaint shall be announced at the Council Meeting in public.

7    The Chair will introduce everybody and explain the procedure.

8    The Complainant will have the opportunity to outline the grounds for the complaint and Members may ask any question of the complainant.

9    If relevant, the Clerk should explain the Council's position and Members may ask any question of the Clerk or Proper Officer.

10  The Chair will invite the Clerk and the complainant to make any final comments.

11  The complainant and the person the complain is made against (if applicable) will leave the room while Members consider the grounds of the complaint and decide the action to be taken.

12  All parties will return to hear the decision, or to be advised when a decision will be made.

After the Meeting

13  The decision will be confirmed in writing within seven working days together with details of the action to be taken.