

Penistone Town Council Complaints Procedure

The Town Council adopted a complaints procedure, shown below, to deal with complaints **anyone** may have in relation to Penistone Town Council and is designed to deal with any complaints that cannot be settled by way of dealings with the Clerk or Assistant Clerk or that involve other staff members:

Procedure

1. The complainant should be asked to put the complaint about the council's procedures or administration in writing to the Town Clerk or Assistant Clerk. The complainant must also be on the official electoral roll and reside within the Penistone and district parish
2. If the complainant does not wish to put the complaint to the Town Clerk or Assistant Clerk, they may be advised to put it to the full council.
A complaint against the Council that involves a complaint about the conduct of its employees should be handled in accordance with the Council's complaints procedure and only dealt with in accordance with its disciplinary procedures if the complaint is upheld.
3. The Town Clerk shall acknowledge the receipt of the complaint and advise the complainant when the matter will be considered by the council or by the committee established for the purposes of hearing complaints.
4. The complainant shall be invited to attend the relevant meeting and bring with them such representative as they wish.
5. 7 clear working days prior to the meeting, the complainant shall provide the council with copies of any documentation or other evidence, which 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 public and the press. Any decision on a complaint shall be announced at the council meeting in public.
7. Mayor to introduce everyone.

8. Mayor to explain procedure.
9. Complainant (or representative) to outline grounds for complaint.
10. Members to ask any question of the complainant.
11. If relevant, the Town Clerk or the Assistant Clerk to explain the council's position.
12. Members to ask any question of the Town Clerk or Assistant Clerk.
13. Town Clerk or Assistant Clerk and complainant to be offered opportunity of last word (in this order).
14. Town Clerk or the Assistant Clerk and complainant to be asked to leave room while Members decide whether or not the grounds for the complaint have been made. (If a point of clarification is necessary, both parties to be invited back).
15. Town Clerk or Assistant Clerk and complainant return to hear decision, or to be advised when decision will be made.

After the Meeting

16. Decision confirmed in writing within seven working days together with details of any action to be taken.

Adopted by Penistone Town Council at its meeting on 21/07/14