



THURMASTON PARISH COUNCIL

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CODE OF PRACTICE FOR DEALING WITH COMPLAINTS

1. If a complaint about procedures of administration is notified orally to a Councillor or the Parish Clerk and it is not possible to satisfy the complainant fully forthwith, the complainant shall be asked to put his complaint in writing to the Parish Clerk and be assured that it will be dealt with promptly after receipt.
2. If a complainant indicates that he/she would prefer not to put the complainant to the Parish Clerk he shall be advised to put it to the Chairman.
3. On receipt of a written complaint, the Parish Clerk or the Chairman, as the case may be, shall (except where the complaint is about his own actions) try to settle the complaint directly with the complainant but shall not do so in respect of a complaint about the behaviour of the Parish Clerk or a Councillor without notifying the person complained of and giving him/her an opportunity to comment on the manner in which it is intended to attempt to settle the complaint. Where the Parish Clerk or Chairman receives written complaint about his/her own actions, he/she shall forthwith refer the complaint to the Council.
4. The Parish Clerk shall report to the next meeting of the Council (or appropriate Committee) any written complaint disposed of by direct action with the complainant.
5. The Parish Clerk or Chairman shall bring any written complaint which cannot be settled to the next meeting of the Council (or appropriate Committee) and the Parish Clerk shall notify the complainant of the date on which the complaint will be considered.
6. The Council (or appropriate Committee) shall consider whether the circumstances attending any complaint warrant the matter being discussed in the absence of the press and public but any decision on a complaint shall be announced at the Council meeting (or appropriate Committee) in public.
7. As soon as may be after the decision has been made, it and the nature of any action to be taken shall be communicated in writing the complainant.