

STOCKTON-ON-THE-FOREST PARISH COUNCIL

COMPLAINTS PROCEDURE

1. On receipt of a complaint, the clerk in consultation with the chairman will ascertain the category of the complaint and take the relevant action with reference to the following:

Ref	Complaint category	Action
<i>A</i>	<i>Financial irregularity</i>	<i>The clerk/RFO should endeavour to provide an explanation of the item. The clerk/RFO may need to consult the auditor/Audit Commission If the complainant is not satisfied, the clerk should advise the complainant of the Local elector's statutory right to object Council's audit of accounts pursuant to s. 16 Audit Commission Act 1988.</i>
<i>B</i>	<i>Criminal activity</i>	<i>The clerk should refer the complainant to the Police</i>
<i>C</i>	<i>Member conduct</i>	<i>If the complaint relates to a failure to comply with the Code of Conduct, the complainant should be advised to submit the complaint to the local Standards Committee</i>
<i>D</i>	<i>Employee conduct</i>	<i>As an internal disciplinary matter, this should be dealt with under the council's disciplinary procedure</i>
<i>E</i>	<i>Other</i>	<i>Should be dealt with under the following complaints procedure</i>

2. Category E Complaints are expressions of dissatisfaction by one or more of the public about the council's action or lack of action or about the standard of a service, whether the action was taken or the service provided by the council itself or a person or body acting on behalf of the council.

Before the meeting

3. The complainant should be asked to put the complaint about the council's procedures or administration in writing to the clerk, or other nominated officer.
4. If the complainant does not wish to put the complaint to the clerk or other nominated officer, they should be advised to address it to the chairman.
5. The clerk or nominated officer, in consultation with the Chairman, shall acknowledge receipt of the complaint and attempt to address the complaint.