



CODE FOR HANDLING GENERAL COMPLAINTS

1. If a complaint about procedures or administration is notified orally to a councillor or the Clerk and they cannot satisfy the complainant fully forthwith the complainant shall be asked to put the complaint in writing to the Clerk, Mrs J Wardle, 30 New Close Road, Little Thetford, Ely, Cambs, CB6 3HQ, and be assured that it will be dealt with promptly after receipt.
2. If a complainant prefers not to put the complaint to the Clerk, he or she shall be advised to put it in writing to the Chairman, Cllr Mrs M Oldfield, 12 Eagles Lane, Little Downham, Ely, Cambs, CB6 2TG.
3. (a) On receipt of a written complaint the Clerk or Chairman, as the case may be, shall (*except where the complaint is about his or her 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 Clerk or a councillor without first notifying the person complained of and giving an opportunity for comment on the manner in which it is intended to attempt to settle the complaint.

(b) Where the Clerk or Chairman receives a written complaint about his or her own actions he or she shall forthwith refer the complaint to the Council.
4. The Clerk or Chairman shall report to the next meeting of the Council any written complaint disposed of by direct action with the complainant.
5. The Clerk or Chairman shall bring any written complaint which has not been settled to the next meeting of the Council and the Clerk shall notify the complainant of the date on which the complaint will be considered, and the complainant shall be offered an opportunity to explain the complaint orally.
6. The Council 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 the complaint shall be announced at the Council meeting in public.
7. Within 7 working days after the decision has been made, it and the nature of any action to be taken shall be communicated in writing to the complainant.
8. A Council shall defer dealing with any written complaint only if it is of opinion that issues of law or practice arise on which advice is necessary from the Association of Local Councils. The complaint shall be dealt with at the next meeting after the advice has been received.

This policy will be reviewed at intervals or in line with any changes in legislation.

Status	Date first adopted	Date reviewed/updated	Minute reference
Council approved	16/01/2003	16/05/2019	90/18.2