



BRIZE NORTON PARISH COUNCIL

Complaints Procedure Policy

<i>Complaints Procedure Policy</i>	
Adopted by Full Council	Monday 3rd June 2019
Last Review	August 2022
Next Review	August 2024

If a complaint about procedures or administration is notified orally to a councillor or the Clerk and it is not immediately possible to satisfy the complaint fully, the complainant will be asked to put their complaint in writing to the Clerk.

If the complaint is about the Clerk the complainant will be advised to put it in writing to the Chairman.

Complaints about a councillor or sub-committee member are subject to the jurisdiction of the Standards Board and complainants will be advised to contact the Monitoring Officer at the District Council.

On receipt of a written complaint, the Clerk or Chairman, shall (except where the complaint is about his/her own actions) try to settle the complaint directly with the complainant.

The Clerk or Chairman shall report to the next meeting of the Council any written complaint disposed of by direct action with the complainant.

The Clerk or Chairman shall bring any written complaint which cannot be 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. The complainant shall be invited to attend the relevant meeting.

The Council will 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 in public.

Seven 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 relevant documentation from its side.

As soon as practicable after the decision has been made, the nature of any action to be taken shall be communicated in writing to the complainant.



RECORD KEEPING

A written record of all complaints must be kept along with the grievance raised, the employer's response, action taken (with reasons), detail of any appeal and subsequent developments in accordance with the Data Protection Act 1998.

MONITORING OFFICER

The Monitoring Officer at West Oxfordshire District Council is Susan Sale
susan.sale@westoxon.gov.uk

Ms Susan Sale
Monitoring Officer
West Oxfordshire District Council
New Yatt Road
Woodgreen
Witney
Oxon
OX28 1PD