

Wickford Town Council



CODE OF PRACTICE FOR HANDLING COMPLAINTS

This Code of Practice is designed for those complaints that cannot be satisfied by less formal measures provided to the complainant by the Town Clerk, or the Chair of the Town Council or nominated Deputy.

The Code is aimed at those situations where a complaint has been made about the administration of the Town Council or about its procedures.

It is not an appropriate procedure for a complaint against individuals, these should be dealt with by the Monitoring Officer of Basildon Borough Council
The Monitoring Officer only deals with complaints in breach of the Code of Conduct

Date effective from:	17 May 2022
Review date:	18 May 2026
Minute ref	26-22a
Next review:	May 2027

CODE OF PRACTICE FOR HANDLING A COMPLAINT ABOUT THE TOWN COUNCIL'S PROCEDURES OR ADMINISTRATION

Procedure

1. The complainant shall be asked to put the complaint about the Town Council's (the Council) procedures or administration in writing to the Town Clerk.
2. If the complainant does not wish to put the complaint to the Town Clerk they shall be advised to put it to the Chair of the Council.
3. The Town Clerk shall acknowledge 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. 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 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. Chair to introduce everyone.
8. Chair to explain procedure.
9. Complainant (or representative) to outline grounds for complaint.
10. Members to ask any question of the complainant.
11. If relevant, Town Clerk to explain the Council's position.
12. Members to ask any question of the Town Clerk.
13. Town Clerk and complainant to be offered opportunity of last word (in this order).
14. Town 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 and complainant return to hear decision, or to be advised when decision will be made.

After the Meeting

16. The decision shall be confirmed in writing, within seven working days together with details of any action to be taken.