

NEWPORT PARISH COUNCIL

Complaints Procedure

The following procedure should be followed by anyone wishing to make a complaint against the Parish Council's procedures or administration.

If you have a complaint against a Parish Councillor, you should write to:

The Monitoring Officer, Uttlesford District Council, Council Offices, London Road, Saffron Walden, Essex, CB11 4ER

If you have a complaint against an employee of the Parish Council, you should write to the Chairman:

The Chairman of the HR Committee, Newport Parish Council, Waterloo House, High Street, Newport, Saffron Walden, Essex, CB11 3PG

If you have any other complaint, you should write to the Clerk of the Council at Waterloo House, High Street, Newport, Saffron Walden, Essex. CB11 3PG.

Step 1

The council will endeavour to satisfy the complaint by an informal explanation made by the Clerk or the Chairman of the actions or the procedures involved.

If this does not successfully conclude the matter a more formal route will be followed:

Step 2.

The council will then consider the complaint at a meeting of the council.

Before the Meeting

The complainant is to be asked to put the complaint about the council's procedures or administration in writing to the clerk.

- The Clerk will acknowledge the receipt of the complaint and advise the complainant when the matter will be considered by the council.
- The complainant will be invited to attend the relevant meeting and bring with them such representatives as they wish.
- Seven clear working days prior to the meeting, the complainant should provide the council with copies of any documentation or other evidence, which they wish to refer to at the meeting. The council will similarly provide the complainant with copies of any documentation upon which they wish to rely at the meeting.

At the Meeting

- The council will consider whether the circumstances of the meeting warrant the exclusion of the public and the press. Any decision on a complaint will be announced at the council meeting in public.
- Chairman introduces everyone.
- Chairman explains procedure.
- Complainant (or his representative) outlines grounds for complaint.
- Members ask any question of the complainant.
- If relevant, the clerk will to explain the council's position.
- Members ask any question of the clerk.
- Clerk and complainant to be offered opportunity of last word (in this order).
- Clerk and complainant to be asked to leave room while councillors 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).
- Clerk and complainant return to hear decision, or to be advised when decision will be made.

After the Meeting

- The decision on the complaint will be confirmed in writing within seven working days by the clerk together with details of any action to be taken.

Reviewed 5th June 2023

Next review May 2024.