

CODE OF PRACTICE FOR HANDLING COMPLAINTS

Carlyon Parish Council recognises that from time to time there will be concerns expressed by members of the public over the activities of the Council or one of its members or employees. To address these issues the Council has adopted a procedure for the handling of complaints. This procedure allows people to have a form of address to the Council if they feel they have a complaint, or have been unfairly treated in their dealings with the Council staff, Councillors, the Council or its Committees.

VERBAL COMPLAINTS

1. On receipt of a complaint by telephone, letter, fax or email the Clerk will try to satisfy the complainant immediately or as soon as practicable.
2. If the Clerk is unable to answer the complaint immediately, then full details of the complaint together with the complainant's telephone number etc will be recorded so that further verbal response can be made as soon as possible.
3. If a verbal response is unable to satisfy, then the Clerk/member will ask that the complaint be put in writing in order that it can be investigated more fully.
4. The Clerk will inform the Chairman of all verbal complaints received.

WRITTEN COMPLAINTS

1. Any written complaint will be dealt with within 10 working days of receipt. If the complaint cannot be resolved within 10 working days, a holding letter will be sent to the complainant confirming receipt of the complaint and anticipated timescales involved.
2. On receiving a written complaint, the Clerk shall try to settle the complaint directly.
3. If the complaint is about the behaviour of a member or employee of the Council, the Clerk must also notify the person and offer the opportunity for comment on the manner in which it is intended to try and settle the complaint.
4. The Clerk will inform the Chairman of all written complaints received.
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 of the meeting. The Complainant will be offered the opportunity to explain the nature of the complaint to the meeting.
6. The Clerk shall consult with the Chairman/Vice Chairman to consider whether the written complaint warrants discussion at a Council meeting in the absence of the press and public, and the decision on the complaint shall be announced at the Council meeting in public.
7. The Clerk will communicate in writing the decision that has been made by the Council and the nature of any action taken by the Council.

COMPLAINTS AGAINST A MEMBER/OFFICER OF THE COUNCIL

1. Any complaint against a member or officer must be submitted in writing.
2. If the complaint is against the actions of the Clerk, it should be submitted in writing to the Chairman.
3. If the complaint is made against the actions of a member or employee, the Clerk will present the complaint to the Council for consideration at a meeting

held in the absence of the press or public. It should be noted the council cannot investigate complaints about its members, but will note the nature of the complaint at that meeting.

4. If the complaint is made against the actions of the Clerk, the Chairman will present the complaint to the Council for consideration at a meeting held in the absence of the press or public.
5. The Complainant may be invited to attend part of the meeting to explain the nature of their complaint, in the absence of the public and press.
6. Persons mentioned in the complaint will have the opportunity to explain the nature of their actions to the meeting, in the absence of the public and press.
7. The result of any council consideration of a complaint will be announced at a Council meeting in public.

COMPLAINTS AGAINST A MEMBER OF THE COUNCIL

Parish and Town Councillors sign up to a Code of Conduct on taking office. The Council is unable to investigate complaints against any of its members. If you wish to submit a complaint for breach of this code should do so to the Monitoring Officer at Cornwall Council.

Mr S Mansell
Cornwall Council
Treyew Road
TRURO
Cornwall
TR1 3AY
Telephone 0800 1234 100

Further information can be accessed from www.cornwall.gov.uk

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