Appleby-in-Westmorland Town Council

Complaints Procedure

The following procedure shall apply when efforts to deal with a complaint informally by either the Clerk or Mayor have been unsuccessful.

Receipt of Complaint

1. The complainant will be asked to put the complaint about the Council's procedures or administration in writing to the Clerk.
2. If the complainant does not wish to put the complaint to the Clerk, he or she should be advised to address it to the Mayor.
3. The Clerk shall acknowledge receipt of the complaint and advise the complainant when the matter will be considered by the Council. The complainant should also be advised whether the complaint will be treated as confidential.
4. The complainant shall be invited to attend a meeting and to bring with them a representative if 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 relied on. The Council shall provide the complainant with copies of any documentation upon which they wish to rely at the meeting and shall do so promptly, allowing the claimant the opportunity to read the material in good time for 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. The Mayor should introduce everyone and explain the procedure.
8. The complainant (or representative) should outline the grounds for complaint and, thereafter, questions may be asked by (i) the Clerk or other nominated officer and then (ii), Councillors.
9. The Clerk will have an opportunity to explain the Council's position and questions may be asked by (i) the complainant and (ii), Councillors.
10. The Clerk and then the complainant should be offered the opportunity to summarise their position.
11. The Clerk and the complainant should be asked to leave the room while Councillors decide whether or not the grounds for the complaint have been made. If a point of clarification is

necessary, ***both*** parties shall be invited back.

12. The Clerk and the complainant should be given the opportunity to wait for the decision but if the decision is unlikely to be finalised on that day they should be advised when the decision is likely to be made and when it is likely to be communicated to them.

After the Meeting

13. The decision should be confirmed in writing within seven working days together with details of any action to be taken.

POLICY REVIEW

This Complaints Procedure will be reviewed bi-annually by Appleby-in-Westmorland Town Council at a Full Council Meeting.

This policy has been agreed and approved by Appleby-in-Westmorland Town Council.

Signed:

Cllr M Stephenson

Cllr Martin Stephenson
Chair, Planning & GP Committee (Appleby-in-Westmorland Town Council)

Adopted by Appleby-in Westmorland Council on 22nd February 2023

Review Date: February 2025