



BLANDFORD FORUM TOWN COUNCIL

COMPLAINTS PROCEDURE

CONTENTS

- 1 Aim of the Policy
- 2 Scope of the Policy
- 3 The Policy
- 4 References and Authorities

Twinned with Preetz, Germany



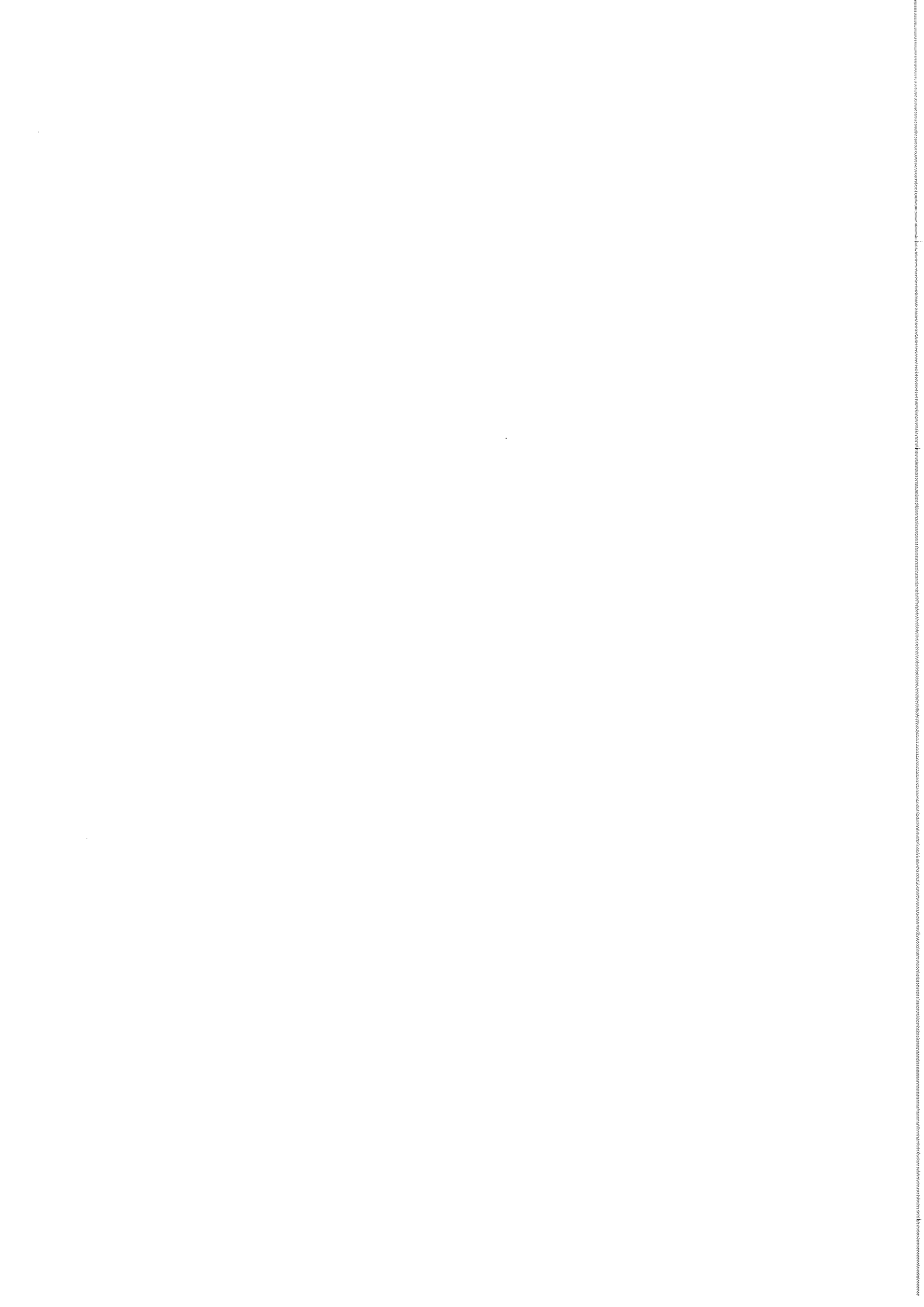
Town Clerk's Office
Church Lane, Blandford Forum
Dorset DT11 7AD



Twinned with Mortain, France



Tel: 01258 454500 • Fax: 01258 454432
Email: admin@blandfordforum-tc.gov.uk
www.blandfordforum-tc.gov.uk



1 Aim of the Policy

The Local Government Ombudsman has no jurisdiction over parish and town councils. Therefore for the benefit of good local administration, Blandford Forum Town Council has adopted the procedure numbered 1-18 below for considering complaints either made by complainants direct or which have been referred back to the council from other bodies which deal with the administration or procedures of the Council.

2 Scope of the Policy

Complaints about an employee of the council will be dealt with as an employment matter. The complainant should be assured that the matter will be dealt with internally as such and appropriate action taken as required.

Complaints about breaches of the rules about Disclosable Pecuniary Interests will be a criminal offence and will need to be reported to the police, not to the district council. Breaches of any other part of the Code will be enforceable by the District Council's Standards Committee and so will have to be reported to the Monitoring Officer in the usual way.

3 The Policy

The Council will establish a panel of three Councillors made up from the Chairman and Vice Chairman of Council and Chairmen of Committees to deal with complaints. The panel will report its conclusions to the next council meeting.

The procedure is designed for those complaints that cannot be satisfied by less formal measures or explanations provided to the complainant by the Town Clerk or other proper officer or Chairman of Council.

If the Town Clerk or other proper officer is putting forward the justification for the action or procedure complained of, he or she should not represent the position of the council.

At all times, the rules of natural justice will apply. In other words, all parties will be treated fairly and the process will be reasonable, accessible and transparent.

CODE OF PRACTICE

Before the Meeting

1. The complainant should be asked to put the complaint about the council's procedures or administration in writing to the clerk or other nominated proper officer.
2. The complaint will always be treated in confidence, unless the complainant has waived his/her right to confidentiality.
3. If the complainant does not wish to put the complaint to the clerk or other proper officer, they may be advised to put it to the chairman of the council.

4. The clerk shall acknowledge the receipt of the complaint and advise the complainant when the matter will be considered by the panel established for the purpose of hearing complaints.
5. The complainant shall be invited to attend the relevant meeting and bring with them such representative as they wish.
6. 7 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

7. Chairman to introduce everyone.
8. Chairman to explain procedure.
9. Complainant (or representative) to outline grounds for complaint.
10. Members to ask any question of the complainant.
11. If relevant, clerk or other proper officer to explain the council's position.
12. Members to ask any question of the clerk or other proper officer.
13. Clerk or other proper officer and complainant to be offered opportunity of last word (in this order).
14. Clerk or other proper officer 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. Clerk or other proper officer and complainant return to hear decision, or to be advised when decision will be made.

After the Meeting

16. Decision confirmed in writing within seven working days together with details of any action to be taken.
17. A report to be made in public at the next Council meeting.
18. Should the complainant wish to appeal the Decision of the panel established to deal with the complaint, an appeal can be made to Full Council in Confidential. Staff or members previously involved in the original decision may not participate in the determination of an appeal

4 References and Authorities

Town Council Meeting Minute No. 83 of 8th September 2014.