



Elstree and Borehamwood Town Council

Complaints Code of Practice (Procedure)

- 1. If a complaint about procedures or any administration is notified orally to a Councillor or the Town Clerk and they cannot satisfy the complaint fully forthwith the complainant shall be asked to put the complaint in writing to the Town Clerk and be assured that it will be dealt with promptly after receipt.**

- 2. If a complainant prefers not to put the complaint to the Town Clerk he or she shall be advised to put it to the relevant Committee Chairman or Mayor.**

- 3. (a) On receipt of a written complaint the Town Clerk or Chairman/Mayor, as the case may be, shall (except where the complaint is about his or her actions) try to settle the complaint directly with the complainant but shall not do so in respect of a complaint about the behaviour of the Town Clerk or a Councillor without first notifying the person complained of and giving an opportunity for comment on the matter in which it is intended to attempt to settle the complaint.**

(b) Where the Town Clerk or Chairman/Mayor receives a written complaint about his or her own actions he or she shall forthwith refer the complaint to Council.

- 4. The Town Clerk or Chairman/Mayor shall report to the next meeting of the Council any written complaint disposed of by direct action with the complainant.**

5. The Town Clerk or Chairman/Mayor shall bring any written complaint which has not been settled to the next meeting of the Council and the Town Clerk shall notify the complainant of the date on which the complaint will be considered, and the complainant shall be offered an opportunity to explain the complaint orally.

6. The Council shall consider whether the circumstances attending any complaint warrant the matter being discussed in the absence of the press and public but any decision on a complaint shall be announced at the Council meeting in public.

7. As soon as possible after the decision has been made, it and the nature of any action to be taken shall be communicated in writing to the complainant.

8. The Council shall defer dealing with any written complaint *only* if it is of the opinion that issues of law or practice arise on which advice is necessary from the Association of Local Councils or the Town Council's Insurers. The complaint shall be dealt with at the next meeting after the advice has been received.

<p>Date Policy Reviewed: 8 February 2018 Authority: GMC Meeting: 8 February 2018 Review Body: General Management Committee Review Period: every 2 years Next Review: February 2020</p>
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