



## **Blisland Parish Council - Code of Practice for handling complaints**

Blisland 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.

Blisland Parish Council has decided that in order to protect all parties involved complaints to the Council must be made in writing.

### **Receipt of Complaints**

1. On receipt of a written complaint the clerk will send a holding letter to the complainant to allow further time to address the issue raised.
2. 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.
3. The clerk or Chairman shall bring any written complaint 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.
4. 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.
5. The decision on the complaint shall be announced at the Council meeting in public and 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 an employee of the Council**

Complaints against an employee must be submitted in writing to the Parish Clerk. However, if the complaint is against the actions of the Clerk then the written complaint should be submitted to the Chairman.

If the complaint is made against the actions of any other employee, the clerk will present the complaint to the Council for consideration at a meeting held in the absence of the press or public. 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.

The Complainant may be invited to attend part of the meeting to explain the nature of the complaint, in the absence of the public and press. 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. The result of the Council's consideration of a complaint will be announced at a Council meeting in public.

### **Complaints against a member/members of the Council**

Complaints against a member/members of the Council must be submitted in writing.

If the complaint is made against the actions of a member/members, the clerk will present the complaint to the Council for consideration at a meeting held in the absence of the press or public.

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. 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.

The result of any Council consideration of a complaint will be announced at a Council meeting in public.

Complaints regarding the conduct of a member/members of the Council cannot be considered by the Parish Council and should be directed to the Monitoring Officer of Cornwall Council

If a member of the public feels that the above procedures are inappropriate a complaint may be submitted against a member or members of the Council to the Monitoring Officer of Cornwall Council:

Simon Mansell MBE  
Cornwall Council  
4th Floor, North Wing  
Treyew Road  
Truro  
TR1 3AY

Further information can be accessed from [www.cornwall.gov.uk](http://www.cornwall.gov.uk)

Adopted by Blisland Parish Council