

HONITON TOWN COUNCIL

CODE OF PRACTICE FOR HANDLING COMPLAINTS

Before the Meeting

1. The complainant shall be asked to put the complaint about the Council's procedures or administration in writing to the Clerk or other nominated Proper Officer.
2. 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.
3. The Clerk shall acknowledge the receipt of the complaint and advise the complainant that the matter will be considered by a Committee established by the Town Council for the purposes of hearing the complaint.
4. The complainant shall be invited to attend the relevant meeting and bring with them such representative as 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, to which they wish to refer 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

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 Chairman shall introduce everyone present at the meeting.
8. The Chairman shall explain the procedure.
9. The complainant (or representative) shall outline the grounds for complaint.
10. Members shall be permitted to ask any question of the complainant.
11. If relevant, the Clerk or other Proper Officer shall explain the Council's position.
12. Members shall be permitted to ask any question of the Clerk or other Proper Officer.
13. The Clerk or other Proper Officer and the complainant shall be offered the opportunity of a last word (in this order).
14. The Clerk or other Proper Officer and the complainant shall be asked to leave the room while Members decide whether or not the grounds for complaint have been made. (If a point of clarification is necessary, both parties shall be invited back.)
15. The Clerk or other Proper Officer and the complainant shall return to hear the decision, or shall be advised when the decision will be made.

After the Meeting

16. The decision shall be confirmed in writing within seven working days, together with details of any action to be taken.

Approved 11th April 2016

Reviewed and Approved Full Council Meeting 15th May 2023