

GREAT LIVERMERE PARISH COUNCIL

CLERK TO THE COUNCIL

Tel: 01284 787178
Mobile: 07976 702246

Roundstone House
Livermere Road
Great Barton
Bury St Edmunds
Suffolk
IP31 2SB

COMPLAINTS PROCEDURE FOR GREAT LIVERMERE PARISH COUNCIL

The following procedure should be followed by anyone wishing to make a complaint against the Parish Council.

If you have a complaint against a Councillor you should write to:

The Monitoring Officer
West Suffolk Democratic Services
St Edmundsbury Borough Council
West Suffolk House
Western Way
Bury St Edmunds IP33 3YU

If you have a complaint against an employee of the Parish Council, you should write to the Chair:

Chairman
c/o The Parish Clerk
Roundstone House
Livermere Road
Great Barton
Bury St Edmunds IP31 2SB

If you have any other complaint you should write to the Clerk to the Council:

Mrs V Waples
Parish Office
Roundstone House
Livermere Road
Great Barton
Bury St Edmunds IP31 2SB

To allow your complaint about the Parish Council to be dealt with, the Parish Council has adopted the following Code of Practise which will be followed where complaints cannot be resolved less formerly by the Clerk to the Council or the prevailing Chairman.

Email: greatlivermerpc@hotmail.com

Before the Meeting

1. The complainant shall be ask to put the complaint about the council's procedures or administration in writing to the council's proper officer, the clerk, Mrs V Waples.
2. If the complainant does not wish to put the complaint to the clerk, they will be advised to put it to the chairman of the council.
3. The clerk will acknowledge the receipt of the complaint and advise the complainant as to when the matter will be considered by the Parish Council.
4. The complainant will be invited to attend the relevant meeting and bring with them such representative as they wish.
5. 7 clear working days prior to the meeting, the complainant will provide the council with copies of any documentation or other evidence, which they wish to refer to at the meeting. The council will similarly provide the complainant with copies of documentation upon which they wish to rely at the meeting.

At the Meeting

6. The council will consider whether the circumstances of the meeting warrant the exclusion of the public and the press. Any decision on a complaint will be announced at the council meeting in public.
7. The Chairman will introduce everyone.
8. The Chairman will explain the procedure.
9. The Complainant (or their representative) will outline the grounds for complaint.
10. The Council members will then ask any question of the complainant.
11. If relevant or necessary the clerk will explain the council's position.
12. The Council members will ask any question of the clerk.
13. The Clerk and the complainant will be offered the opportunity of the last word.
14. The Clerk and the complainant will be asked to leave the room while the Council members decide whether or not the grounds for the complaint have been made.

Note: If a point of clarification is necessary then both parties will be invited back.

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15. The Clerk and the complainant will return to hear the Council's decision or will be advised as to when the decision will be made.

After the Meeting

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

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