



Bradninch Town Council Complaints Procedure

Version Control:

Issue	Issue Date	Additions/Alterations
1.0	May 2020	New Policy – Draft – awaiting adoption
2.0	April 2021	Adopted (item 18) – clause re MDDC added

CODE OF PRACTICE FOR HANDLING COMPLAINTS REGARDING PROCEDURES OR ADMINISTRATION OF THE COUNCIL

Making a Complaint

1. The complainant shall be asked to put the complaint about the Council's procedures or administration in writing to the Clerk. If the complainant does not wish to put the complaint to the Clerk, they may be advised to put it to the Chairman of the Council.
2. The Clerk shall acknowledge the receipt of the complaint and advise the complainant when the matter will be considered by the Council or by a Committee established for the purposes of hearing complaints.
3. The complainant shall be invited to attend the relevant meeting and bring with them such representative as they wish.
4. 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

5. 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.
6. The Chairman shall introduce everyone present at the meeting and shall explain the procedure.
7. The complainant (or representative) shall outline the grounds for complaint.
8. Members shall be permitted to ask any question of the complainant.
9. If relevant, the Clerk shall explain the Council's position.
10. Members shall be permitted to ask any question of the Clerk.
11. The Clerk and the complainant shall be offered the opportunity of a last word (in this order).
12. The Clerk 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.)
13. The Clerk and the complainant shall return to hear the decision, or shall be advised when the decision will be made.

After the Meeting

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

Complaints regarding Councillors - All Councillors are subject to an agreed Code of Conduct which has its own complaints procedure. Details of the Code of Conduct are available from the Clerk.

Taking it further – If the complainant is not satisfied with the response of the council, then they can take the complaint to the Monitoring Officer at Mid Devon District Council. The address is below or can be obtained from MDDC's web site at:- www.middevon.gov.uk

The Monitoring Officer
Mid Devon District Council
Phoenix House
Phoenix Lane
Tiverton
Devon EX16 6PP