SHALDON PARISH COUNCL

COMPLAINTS PROCEDURE

ADOPTED 25 OCTOBER 2022
REVIEWED MAY 2025
NEXT REVIEW MAY 2026

A formal complaints procedure is necessary to support the efficient and effective workings of Shaldon Parish Council. This needs to be accessible, transparent and reasonable in application.

These procedures cover routine complaints including on rare occasions those that may be described as habitual and vexatious. Habitual and vexatious complaints are defined as unreasonable complaints, enquiries or outcomes that are repeatedly or obsessively pursued.

Please see below the procedural stages for a Complaint about Council's procedures or administration:

1. The complainant should be asked to put the complaint about the Council's procedures or administration in writing to the Parish Clerk.

2. If the complainant does not wish to put the complaint to the Parish Clerk they may be advised to put it to the Chair of the Council.

3. The Parish Clerk shall acknowledge the receipt of the complaint and advise the complainant when the matter will be considered by the Council or by the Special Committee established for the purposes of hearing complaints.

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, which they wish to refer to 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 press. Any decision on a complaint shall be announced at the Council Meeting in public.

7. The Chair to introduce everyone.

8. The Chair to explain procedure.

9. Complainant (or representative) to outline grounds for complaint.

10. Members to ask any question of the complainant.

11. If relevant, Parish Clerk to explain the Council's position.

12. Members to ask any question of the Parish Clerk.

13. Parish Clerk and complainant to be offered opportunity of last word (in this order)

14. Parish Clerk and complainant to be asked to leave the Council Chamber while members decide whether or not the grounds for the complaint have been made. (If a point of clarification is necessary, both parties to be invited back).

15. Parish Clerk and complainant return to hear decision, or to be advised when decision will be made.

After the Meeting.

16. Decision confirmed in writing within 7 working days together with details of any action to be taken.

Complaints against Councillors

Teignbridge District Council is required by the Localism Act 2011 to have in place arrangements for dealing with allegations that councillors, and co-opted members have failed to comply with the Code of Conduct. They also investigate and determine those allegations. All complaints must be made in writing. Their arrangements cover Teignbridge councillors, councillors from the parish and town councils within Teignbridge and co-opted members of those councils.

To make a complaint about a Councillor, please visit **Conduct of local councillors - Teignbridge District Council** ***(press the ctrl key and click on the mouse to access the link)*** or write to the:

Monitoring Officer
Teignbridge District
Council Forde House
Brunel Road
Newton Abbot
TQ12 4XX.

The web link above explains the procedure for dealing with the complaint and an on-line form.