



CODE OF PRACTICE FOR HANDLING COMPLAINTS

1. This Policy sets out procedures for dealing with any complaints that anyone may have about the Huby Parish Council's **administration and procedures**.

It applies to the Huby Parish Council's employees.

Councillors are covered by Code of Conduct adopted by the Council on 16 October 2007. Complaints should be submitted to the Standards Board for England [www.standardsboard.gov.uk 0800 107 2001] where there is perceived to be a breach of Huby's Code of Conduct for members – which equates to the revised Model Code of Conduct 2007.

Complaints against **policy decisions** made by the Council shall be referred back to Council [but note paragraph 36 of the Council's Standing Orders which says that issues shall not be re-opened for six months].

2. If a complaint about procedures or administration as practised by the Council's employees is notified orally to a Councillor or the Clerk to the Council, they should seek to satisfy the complaint fully. If that fails, the complainant should be asked to put the complaint in writing to the Clerk to the Council and be assured that it will be dealt with promptly after receipt.
3. If the complainant prefers not to put the complaint to the Clerk to the Council he or she should be advised to put it to the Chairman of Council.
4. On receipt of a written complaint the Chairman of the Council or the Clerk to the Council (*except where the complainant is about his or her own actions*), shall try to settle the complaint directly with the complainant. This shall not be done without first notifying the person complained against and giving him or her an opportunity to comment. Efforts should be made to attempt to settle the complaint at this stage.