

Where the Clerk to the Council or the Chairman of the Council receives a written complaint about the Clerk to the Council's own actions, he or she shall refer the complaint to the Chairman of the Council. The Clerk to the Council shall be notified and given an opportunity to comment.

5. The Clerk to the Council or Chairman of the Council shall report to the next meeting of the Council any written complaint disposed of by direct action with the complainant.
6. The Clerk to the Council or Chairman of the Council shall bring any written complaint that has not been settled to the next meeting of the Council. The Clerk to the Council shall notify the complainant of the date on which the complaint will be considered and the complainant shall be offered an opportunity to explain the complaint orally. (Unless such a matter may be related to Grievance, Disciplinary or Standard Board proceedings that are taking, or likely to take place when such a hearing may prejudice those hearings when the complaint will have to be heard under Exempt Business to exclude any member of the public or the press, or deferred on appropriate advice received).
7. The Council shall consider whether the circumstances attending any complaint warrant the matter being discussed in the absence of the press and public but any decision on a complaint shall be announced at the Council meeting in public.
8. As soon as may be after the decision has been made it and the nature of any action to be taken shall be communicated in writing to the complainant.
9. A Council shall defer dealing with any written complaint only if it is of the opinion that issues of law or practice arise on which advice is necessary. The complaint shall be dealt with at the next meeting after the advice has been received.

Signed                     EC                    

Elaine Corden, Chair

Date           16/10/07          

Signed                     Sue Bracewell                    

Sue Bracewell, Parish Clerk

Date           16.10.07