

Adlington Town Council – Complaints Procedure

Before the Meeting

1. The complainant shall be asked to put the complaint about the Council's procedures or administration in writing to the Clerk
2. If the complainant does not wish to put the complaint to the Clerk, he or she will be advised to address it to the Mayor/Chairman of the Council.
3. The Clerk will acknowledge receipt of the complaint and advise the complainant when the matter will be considered by the Council. The complainant will also be advised whether the complaint will be treated as confidential or whether notice of it will be given in the usual way by inclusion on the agenda.
4. The complainant will be invited to attend a meeting and to bring with them a representative if 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 relied on. The Council shall provide the complainant with copies of any documentation upon which they wish to rely at the meeting and shall do so promptly, allowing the claimant the opportunity to read the material in good time for the meeting.

At the Meeting

6. 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.
7. The Mayor or Chairman will introduce everyone and explain the procedure.
8. The complainant (or representative) shall outline the grounds for complaint and, thereafter, questions may be asked by (i) the Clerk and then (ii), members.
9. The Clerk shall have an opportunity to explain the Council's position and questions may be asked by (i) the complainant and (ii), members.
10. The Clerk and then the complainant will be offered the opportunity to summarise their position.

Adlington Town Council – Complaints Procedure

11. The Clerk and the complainant will be asked to leave the room while members decide whether or not the grounds for the complaint have been made. If a point of clarification is necessary, *both* parties shall be invited back.
12. The Clerk and the complainant shall be given the opportunity to wait for the decision but if the decision is unlikely to be finalised on that day they will be advised when the decision is likely to be made and when it is likely to be communicated to them.

After the Meeting

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

This procedure will not apply in certain circumstances (see table below for exceptions)

Type of conduct	Refer to
Financial irregularity	Local elector's statutory right to object Council's audit of accounts pursuant to s.16 Audit Commission Act 1998. On other matters, councils may need to consult their auditor / Audit Commission
Criminal activity	The Police
Member conduct	In England a complaint relating to a member's failure to comply with the Code of Conduct must be submitted to the standards committee of the relevant principal authority. In Wales, any complaint about member conduct should be made to the Public Services Ombudsman.
Employee conduct	Internal disciplinary procedure