



CODE OF CONDUCT COMPLAINTS PROCEDURE

Reviewed and agreed: Full Council Committee meeting 22nd April 2021

To be reviewed and agreed at Full Council 26th June 2023

A. Before the Meeting

1. The complainant should be asked to put the complaint about the Sandgate Parish Council's procedures or administration in writing to the Clerk.
2. 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 Parish Council.
3. The Clerk shall acknowledge the receipt of the complaint, within 3 working days, and advise the complainant when the matter will be considered by the Council, or by the Committee established for the purposes of hearing complaints, if the complaint cannot be satisfactorily resolved.
4. The complainant shall be invited to attend the relevant meeting and bring with them such representative as they wish.
5. 7 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 Parish Council shall similarly provide the complainant with copies of any documentation upon which they wish to rely at the meeting.

B. At the meeting

6. The Parish 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. Chairman of the Parish Council to introduce everyone.
8. Chairman of the Parish Council to explain procedure.
9. Complainant (or representative) to outline grounds for complaint.

10. Members to ask any question of the complainant.
 11. If relevant, the Parish Clerk, or other proper officer, to explain the Council's position.
 12. Members to ask any question of the Clerk (or other proper officer).
 13. The Parish Clerk (or other proper officer) and complainant to be offered opportunity of last word.
 14. The Parish Clerk (or other proper officer) and complainant to be asked to leave the room while Councillors 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. The Clerk (or other proper officer) and complainant return to hear decision, or to be advised when decision will be made.
- C. After the Meeting
16. Decision confirmed in writing within seven working days together with details of any action to be taken.