

Brompton Regis Parish Council

Complaints procedure

Brompton Regis Parish Council has adopted this procedure to provide a transparent process for dealing with complaints about the administration of the Parish Council or its procedures, including information and data protection, which are made to the Parish Council or referred to it by another body.

If the person making the complaint has not already done so, they will be asked to put their complaint in writing to the Parish Clerk or Parish Council Chairman and provide any information which they wish to be considered with the complaint.

If the complaint is about an individual it will be dealt with in confidence as follows:

1. A complaint about the clerk or other employee will be dealt with internally as an employment matter and actions reported to the Parish Council
2. A complaint about a parish councillor is subject to the jurisdiction of the Somerset Council Standards Committee and will be forwarded to the Democratic Services team of Somerset Council (democratic@somerset.gov.uk).

For complaints about the administration of the Parish Council or its procedures, the Parish Clerk and Parish Council Chairman will review the complaint and make every effort to resolve it to the satisfaction of the complainant through provision of information and / or explanations.

If this approach is unsuccessful, the Clerk / Chairman will advise the complainant that the matter will be brought to the attention of the Parish Council at its next meeting, giving the date of that meeting, and inviting the complainant (together with a representative if they wish) to attend.

The Parish Council Chairman will decide if the circumstances of the complaint warrant the exclusion of the public and press, discuss this with the complainant and take action accordingly.

If the complainant / representative attends the meeting, s/he will be invited to present the complaint, Parish Councillors will be invited to ask questions, and the Parish Clerk or Parish Council Chairman will outline the Parish Council's position on the matter.

If more information or further discussion is needed, the complaint will be adjourned to the next Parish Council meeting. If not, the Parish Council Chairman will summarise the matter, the conclusions reached and any actions recommended. The minutes of the meeting will record this information.

At the next meeting of the Parish Council, actions taken will be reported.