

Rainton with Newby Parish Council

Complaints Procedure

The following procedure will be followed where a member of the public makes a complaint about an action of the Council - or its lack of action - or by a person acting on its behalf. Any complaint against the Council will be treated as a complaint against the body corporate of the Council, not as a complaint against individual employees or councillors.

It does not apply to a complaint which relates to a councillor's failure to comply with the Council's Code of Conduct, which should be addressed to the Monitoring Officer at North Yorkshire Council: MonitoringOfficer@northyorks.gov.uk

The Council will not disclose the identity, contact details or other personal data about an individual complainant unless they chose to waive their right to confidentiality.

To make a Complaint

A written letter of complaint must be sent to the Clerk clerk@rainton.org.uk or if the complaint involves the Clerk, to the Chairman chairman@rainton.org.uk. If the Clerk is the subject of the complaint, they will be formally advised of the complaint and given an opportunity to comment.

Complaint handling

The complaint will be considered at the next meeting of the Council. At the meeting the Council may resolve to exclude members of the public and press to ensure confidentiality, depending on whether the complainant wishes the matter to be dealt with in this way.

After the meeting, the Clerk/Chairman will write to the complainant explaining the outcome of the Council's consideration of the complaint and explaining how to take matters further if they believe this is necessary. If the complainant wishes to pursue the matter, they must notify the Council in writing with their reasons for wanting to do so and a meeting of the Council will be convened to investigate the complaint further.

The Clerk will notify the complainant of the date on which the complaint will be considered and that they may be accompanied by another person.

Complainants will be asked to provide any new information or supporting evidence to the council and will be invited to make a verbal representation to the meeting.

Council Members will be invited by the Chairman to ask questions of the complainant.

The Chairman and then the complainant will summarise their respective positions

The complainant will leave the meeting and the council will consider the further findings.

As soon as possible after the decision has been made (and in any event not later than 10 days after the meeting) the complainant will be notified in writing of the decision and any action to be taken.

The Council may defer dealing with any complaint if it is of the opinion that issues arise on which further advice is necessary. The advice will be considered and the complaint dealt with at the next meeting after the advice has been received.

Adopted by the Council on 13 June 2023