

Mawgan Parish Council Complaints Procedure

If residents wish to make a complaint about procedures or administration they must first put the complaint in writing to the Clerk to the Council or if they prefer to the Chairman of the Council

On receipt of the complaint the Clerk or the chairman as the case may be shall (except where the complaint is about his own actions) try to resolve the complaint directly with the complainant but shall not do so in respect of a complaint about the behaviour of the Clerk or a Councillor without notifying them and giving them an opportunity to comment on the manner in which it is intended to attempt to settle the complaint Where the Clerk or Chairman receives a written complaint about their own actions they shall immediately refer the complaint to the council

The Clerk or the Chairman shall bring any written complaint which cannot be settled to the next meeting of the council and the Clerk shall notify the complainant of the date on which the complaint will be considered

The Council shall consider whether the circumstances of any complaint warrant the matter being discussed in the absence of the press and the public If the complaint relates to the Clerk and the Council feel it may lead to a disciplinary hearing then the complaint must be heard with the press and public excluded If the matter relates to an employee then the employee is entitled to have a representative present to act as set out in the Employment Relations Act 1999 s10

As soon as possible after the decision has been made it and the nature of any actions to be taken shall be communicated in writing to the complainant

In the event of serial facetious, vexatious or malicious complaints from a member of the public the council should consider taking legal advice before writing any letters to the complainant