



## Complaints Handling Policy

### Introduction

This policy deals with the handling of complaints about the decision making of Binsted Parish Council in relation to; Grant applications, funding allocations and decisions made in sub committees and at full Council. This presently remains outside the jurisdiction of the Local Government Ombudsman.

Complaints about an employee should be addressed to the Chairman. They will be dealt with as an employment matter and complainants can be assured that the matter will be dealt with internally.

Binsted Parish Council observes East Hants District Council's Code of Conduct. Complaints about Councillor conduct are therefore dealt with by the Monitoring Officer at the District Council. Complaints should be in writing and addressed to:

The Monitoring Officer  
East Hants District Council  
Penns Place  
Petersfield  
GU34 4EX

The Parish Council will be notified of the nature of the complaint and asked to provide information or evidence to the Monitoring Officer. This code of policy is not an appropriate means to address a complaint against an individual where the provisions described above should instead be used.

The objective of this policy is to:

- Achieve a satisfactory outcome, if possible, for all parties involved.
- Resolve the complaint at the earliest possible point in the process
- Maintain communication with all parties.

### Complaints Procedures: In order for a complaint to be considered by the Council

1. Formal complaints will be considered by the Finance Committee and nominated resolver.
2. The complainant will be asked to put the complaint in writing to the Clerk.
3. If a complainant does not wish to put the complaint to the Clerk, they will be advised to put it to the Chairperson of the Council.
4. The Clerk or Chair will acknowledge receipt of the complaint and advise the complainant when the matter will be considered by the Finance Committee.
5. Press and public will be excluded from the meeting.
6. Chairperson and nominated resolver to introduce everyone and explain procedure.
7. Complainant to outline grounds for complaint.
8. Councillors to ask any question of the nominated resolver to manage the investigative process.
9. If relevant, Clerk to explain the Council's position.
10. Councillors to ask any question of the Clerk.
11. Complainant to be offered opportunity of making a closing statement.
12. Complainant to be asked to leave the room while Councillors decide on outcomes. (If a point of clarification is necessary, the complainant will be invited back.)
13. Complainant return to hear decision or to be advised when decision will be made.



14. Decision confirmed to the complainant in writing within seven working days with details of any action to be taken.

15. All decisions made under this policy are final. Should the complainant wish to pursue reference should be made to the Monitoring officer (see above).

Adopted at Full Council Meeting 9 Jan 2024

Review Date: Jan 2025