

Epping Upland Parish Council

COMPLAINTS PROCEDURE

First Stage (informal complaints) are dealt with by the Clerk and/or Chairman.

Second Stage (formal complaints) are dealt with as follows:

1. Complaints about the Council's procedures or administration should be made in writing to the Clerk to the Council. Should the Complainant not wish to write to the Clerk, he/she should write to the Chairman.
2. The Clerk will acknowledge the complaint within 7 working days and advise the Complainant when the matter will be considered by the Council and whether it will be treated as confidential or notice given as for council meetings.
3. The Complainant will be invited to attend the next full council meeting, with a representative if he/she so wishes.
4. 7 clear working days prior to the meeting the Complainant and the Council shall exchange copy documentation and/or any other evidence relied on.

The Meeting

5. The Council will consider whether the public and press should be excluded while the complaint is heard; the decision will be announced in public.
6. The Chairman will introduce everyone and explain the procedure.
7. The Complainant or his/her representative will summarise the complaint and can then be asked questions, firstly by the Clerk and secondly by Councillors.
8. The Clerk is given the opportunity to explain the Council's position and can then be asked questions, firstly by the Complainant or his/her representative and secondly by Councillors.
9. The Clerk is invited to summarise the Council's position.
10. The Complainant or his/her representative is invited to summarise his/her position.
11. The Clerk and the Complainant and his/her representative are asked to leave the meeting while Councillors consider if there are any grounds for the complaint; both parties being invited back should any points of clarification be required.
12. The Clerk and the Complainant are allowed to wait for the decision but if the decision is not reached at the meeting, they will be advised when it is expected the decision will be reached and when they will be informed.

Following the Meeting

13. The decision will be confirmed in writing within 7 working days of the decision being made together with details of any actions to be taken.

Complaints about the Clerk should be made to the Chairman of the Council. Contact details are on the Council's website www.essexinfo.net/epping-upland-parish-council.

Complaints about councillors should be made to the Local Assessment Officer at Epping Forest District Council – further details are on EFDC's website – www.eppingforestdc.gov.uk