



BURGH LE MARSH TOWN COUNCIL

COMPLAINTS PROCEDURE

Initiating a complaint

1. The complainant should be asked to put the complaint about the council's procedures or administration in writing to the Clerk.
2. The clerk shall acknowledge receipt of the complaint and advise the complainant when the matter will first be considered by the Council. (Council meetings are currently held on the last Tuesday of every month except August and December. Complaints received no later than seven days before the next scheduled Council meeting (i.e. the Tuesday preceding the meeting) will be considered on the agenda for that month's Council meeting. Complaints received less than seven days before the next scheduled Council meeting will be considered on the agenda for the next available Council meeting.)
3. The complainant should also be advised that the complaint will be treated as confidential and will be considered as the final item on the agenda on which it is placed, but the decision on the complaint will be declared publicly.

Preliminary determination of the complaint

4. At the meeting where the complaint is first considered, the Council will make a preliminary determination as to whether the complaint is a genuine complaint by its nature and warrants further deliberation, or whether the complaint presents no case to answer or requires other action. No later than 7 days after the Council meeting, the complainant shall be advised in writing of the Council's preliminary determination of the complaint, such that:
 - i) If the complaint was not considered to be genuine and warrant further deliberation, the complainant shall be advised accordingly and shall also be advised of any other action deemed necessary to be taken.
 - OR**
 - ii) If the complaint was considered to be genuine, the complainant shall be invited to attend the next meeting of the Council where the complaint will be considered in full, and to bring a representative if they wish. The complainant should also be advised the complaint will be treated as confidential and will be considered as the final item on the agenda on which it is placed, but the decision on the complaint will be declared publicly.

At the Meeting

5. The complainant or representative will be invited to address the Council for a duration of minutes before departing the room together with any representative.
6. The Council shall deliberate and come to a decision on the complaint.
7. The Council shall announce the decision publicly.

After the Meeting

8. The complainant shall be provided written confirmation of the Council's decision, including any action to be taken, within 14 days of the date of the decision.