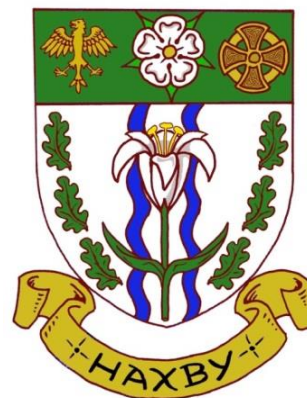


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HAXBY TOWN COUNCIL

COMPLAINTS PROCEDURE

Approved by the Council: 14 November 2016
Adopted by the Council: 14 November 2016

Note:

Amendments are summarised on the Amendments History Page and are also identified with a vertical **Red line** in the Left Hand margin.

COMPLAINTS MADE BY MEMBERS OF THE PUBLIC ABOUT HAXBY TOWN COUNCIL PROCEDURES OR ADMINISTRATION

- 1.** A complaint may be made to a Town Councillor or to the Clerk to the Council and may be made orally or in writing. If the complaint is made orally and the complainant cannot be fully satisfied immediately, the complainant must be asked to put the complaint in writing to the Clerk to the Council and is to be assured that it will be dealt with promptly after receipt.
- 2.** If a complainant prefers not to put the complaint to the Clerk to the Council he is to be advised to put it to the Chairman.
- 3.** If the Chairman receives a written complaint he shall inform the Clerk. If the Clerk to the Council receives a written complaint he shall inform the Chairman.
- 4.** Whether the written complaint is sent to the Clerk to the Council or to the Chairman, the Clerk to the Council shall send a written acknowledgement of receipt of it to the complainant. The Clerk to the Council shall include the information that the complaint will be subject to a Formal Complaints Procedure and that the complainant will be advised of the outcome. The complaint shall then be referred to the Town Council and the Chairman shall ensure that it is brought to the next meeting of the Town Council.
- 5.** Where the Chairman receives a report about his own actions he shall immediately refer the complaint to the Town Council.
- 6.** The Clerk to the Council shall notify the complainant of the date on which the complaint is to be considered and the complainant shall be offered the opportunity to explain the complaint orally.
- 7.** The Town Council shall try to settle the complaint directly with the complainant but shall not do so in respect of a complaint about the behavior of the Clerk to the Council or a Councillor without first notifying the person complained of and giving them an opportunity to comment on the manner in which it is intended to attempt to settle the complaint.
- 8.** The Town Council shall decide whether the circumstances attending any complaint warrant the matter being discussed in the absence of the press and public but any decision on a complaint shall be announced to the Town Council meeting in public.
- 9.** As soon as may be, after the decision has been made, it and the nature of any action to be taken shall be communicated in writing to the complainant.
- 10.** The Town Council shall defer dealing with any written complaint only if it is of the opinion that issues of law or practice arise on which advice is necessary from the Yorkshire Local Councils Associations. The complaint shall be dealt with at the next meeting of the Town Council after the advice has been received.

END

AMENDMENT HISTORY

Date	Summary of Amendment
June 2013	Document re-formatted to be consistent with other documents
November 2016	Reviewed to incorporate Haxby logo.