

Pertenhall and Swineshead Parish Council

Chairman: Brian Stevens

Clerk: Garry Telling

Complaints procedure.

1. A formal complaint should be received by the clerk. If not it will be passed to the clerk. It should be in writing. If it is a verbal complaint the clerk will ask to have it in writing.
2. The complaint will be discussed informally with the chairman or vice chairman. If there is a particular councillor who knows more about the subject he/she will also be consulted.
If the complaint is about the chairman or clerk it must be referred to full council.
3. It may be possible at this stage to settle the complaint, with the agreement of the person [if it is a person], against whom the complaint has been made.
4. If not it will then go to the appropriate committee or to full council, depending on the nature of the complaint. **Our council represents two very different villages so it is likely, but not certain, that a complaint would affect one village only and be dealt with by the appropriate committee from the relevant village.**
5. The committee or council may decide to invite further evidence from the complainant.
6. Appropriate decisions will be taken and ratified by the full council. The public/press might be asked to leave during deliberations but they will have to be informed of the outcome and decisions.
7. Complainant will be informed in writing of the decision.
8. In extreme cases the matter may have to be referred to the Standards Committee of the Standards Board.

Garry Telling [Mrs]

Clerk to the parish council of Pertenhall and Swineshead.