

Teversham Parish Council  
Complaints Procedure

**Before the Meeting**

1. The complainant should be asked to put the complaint about the council's procedures or administration in writing to the clerk or other nominated officer.
2. If the complainant does not wish to put the complaint to the clerk or other nominated officer, he or she may be advised to put it to the chairman of the council.
3. The clerk or other nominated officer shall acknowledge receipt of the complaint and advise the complainant when the matter will be considered by the council or by a committee established for the purpose of hearing complaints. The committee will consist of at least three members of the Parish Council.
4. The complainant shall be invited to attend a meeting and to bring with them a representative if they wish.
5. Seven working days prior to the meeting, the complainant shall provide the council with copies of any documentation or other evidence, which he or she wishes to refer to at the meeting. The council shall similarly provide the complainant with copies of any documentation upon which it wishes to rely at the meeting.

**At the Meeting**

6. The complaints committee shall consider whether the circumstances of the meeting warrant the exclusion of the public and the press. Any decision on a complaint shall be announced at a council meeting in public.
7. The chairman will introduce everyone and explain the procedure to be followed.
8. The complainant (or representative) will outline his or her grounds for complaint and, thereafter, questions may be asked by members.
9. If relevant, the clerk, or other nominated officer will explain the council's position and questions may be asked by (i) the complainant and (ii) members.
10. The clerk or other nominated officer and then the complainant should be offered the opportunity to summarise their position.
11. The clerk or other nominated officer and the complainant should be asked to leave the room while members decide whether or not the grounds for the complaint have been made. If a point of clarification is necessary, *both* parties shall be invited back.
12. The clerk or other nominated officer and the complainant should be given the opportunity to wait for the decision, but if the decision is unlikely to be finalised on that day, they should be advised when the decision is likely to be made and when it is likely to be communicated to them.

**After the Meeting**

13. The decision should be confirmed in writing within seven working days together with details of any action to be taken.
14. The complainant should be notified that should they not be satisfied with the Parish Council's decision, they can file a complaint to South Cambridgeshire District Council via their complaints procedure.