

BARLBY AND OSGODBY TOWN COUNCIL

COMPLAINTS PROCEDURE for Complainants

1. The complainant should be asked to put the complaint about the Council's procedures or administration in writing to the Council Manager (also applies to other nominate Proper Officer).
2. If the complainant does not wish to put the complaint to the Council Manager they may be advised to put it to the Chairman.
3. The Council Manager shall acknowledge the receipt of the complaint and advise the complainant when the matter will be considered by the Council or by the Committee established for the purpose of hearing complaints.
4. The complainant shall be invited to attend the relevant Meeting and bring with them such representative as they wish.
5. 7 clear working days prior to the Meeting, the complainant shall provide the Council with copies of any documentation or other evidence, which they wish to refer to at the Meeting.

The Council shall similarly provide the complainant with copies of any documentation upon which they wish to rely at the Meeting.

6. The Council shall consider whether the circumstances of the Meeting warrant the exclusion of the Public and Press.

Any decision on a complaint shall be announced at the Council Meeting in Public and confirmed in writing within 7 working days, together with details of any action to be taken.

Written submissions are acceptable or please use the attached form.

BARLBY and OSGODBY TOWN COUNCIL

COMPLAINTS FORM

Name and Address	
Phone/Email	
Date of incident or date that a problem arose	
Location of incident or problem	

Please give as much information as possible, including the names of any other persons involved and if they are willing to give evidence.

Signature	
Date of submission of complaint form	

Office use only

Date received	
Date of decision	