

**NORMANTON TOWN COUNCIL**  
**COMPLAINTS PROCEDURE**  
**Adopted 14<sup>th</sup> October 2008**

The procedure set out below is intended to deal with a situation where a complainant cannot be dealt with informally. There are occasions when an issue will arise and this can be dealt with through conversation with the Town Clerk or elected Members thereby avoiding the need for any formal process. In isolated cases it may be necessary to rely on a formal process.

**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 proper officer;
2. If the complainant does not wish to put the complaint to the clerk or other proper officer, they may be advised to put it to the leader of the council.

At the meeting:-

1. 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;
2. Chairman to introduce everyone;
3. Chairman to explain procedure;
4. Complainant (or representative) to outline grounds for complaint;
5. Members to ask any question of the complainant;
6. If relevant, clerk or other proper officer to explain the council's position;
7. Members to ask any questions of the clerk or other proper officer;
8. Clerk or other proper officer and complainant to be offered opportunity of last word (in this order);
9. Clerk or other proper officer and complainant 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 to be invited back);

10. Clerk or other proper officer and complainant return to hear decision, or to be advised when decision will be made.

After the Meeting:-

1. Decision confirmed in writing within seven working days together with details of any action to be taken.