



# FELIXSTOWE

## TOWN COUNCIL

### Complaints Procedure

#### Before the Meeting

1. If a complaint about procedures or administration is notified orally to a Councillor or the Clerk and it is not possible to satisfy the complainant fully forthwith, the complainant shall be asked to put his complaint in writing to the Clerk and be assured that it will be dealt with promptly after receipt.
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 Mayor of the Council.
3. The Clerk shall acknowledge the receipt of the complaint and advise the complainant when the matter will be considered by the Town Council's Appeals Committee.
4. The complainant shall be invited to attend the relevant meeting and bring with them such representative as they wish.
5. Seven 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.

#### At the Meeting

6. The Appeals 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 the next meeting of the Town Council in public.
7. Chairman to introduce everyone.
8. Chairman to explain procedure.
9. Complainant (or representative) to outline grounds for complaint.
10. Members to ask any question of the complainant.
11. If relevant, Clerk or other proper officer to explain the Council's position.
12. Members to ask any question of the Clerk or other proper officer.
13. Clerk or other proper officer and complainant to be offered opportunity of last word (in this order).

14. Clerk or other proper officer and complainant to be asked to leave 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.)
15. Clerk or other proper officer and complainant return to hear decision, or to be advised when decision will be made.

#### **After the Meeting**

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

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**Policy Approved:** Council 11 May 2016 (pending)  
**Review Body:** Finance & General Purposes recommendation to Council  
**Review Period:** Annually  
**Next Review:** March 2017 (F&GP) / May 2017 (Annual Council)