

Dunkerton & Tunley Parish Council

Complaints Policy Updated and Approved 26 May 2016

Complaints about the conduct of councillors.

These fall within the remit of the standards committee of B&NES council. When a complaint is received either by a councillor or the clerk the complainant will be advised to submit their complaint to B&NES council's monitoring officer. In the event of the complaint being received by a councillor the councillor must bring the matter to the attention of the clerk.

Should the complainant not wish to submit their complaint to the monitoring officer then the matter may be referred to the monitoring officer by the clerk, but only if:

1. The matter is first debated at a confidential session of the parish council in accordance with the council's standing orders.
2. At that session the parish council decide by vote that:
 - a) The complaint is not regarded as frivolous, vexatious or malicious.
 - b) There is credible evidence of a councillor's behaviour that could be deemed to be in contravention of the council's code of conduct.
 - c) The accusation is of such a serious nature that it should be investigated to defend the reputation of the parish council.

If the parish council decides that the matter should be referred to the monitoring officer then the clerk shall inform the complainant of the reasons for the council's decision without disclosure of the confidential discussion.

Complaints about traders or people other than the parish council and or its councillors.

Should a complaint be received by a councillor then the councillor should redirect the complainant to the clerk.

1. **Complaints about matters over which the council has no legal powers of action** – The complainant will be informed of this and advised, if possible, where to redirect their complaint.
2. **Complaints about traders, such as food traders** - In some cases the council will have powers of control over these matters. Where this is the case, complainants will be directed to the relevant service area and their complaints followed up as part of normal service delivery.