

## CODE OF CONDUCT ON COMPLAINTS

42. The Council shall deal with complaints of maladministration allegedly committed by the Council or maladministration or disorderly conduct allegedly committed or by any officer or member in the following manner, except for those complaints, which should be properly directed, to the Standards Board for consideration:

- 1) If a complaint about procedures, administration or the conduct of a member 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 or her complaint in writing.
- 2) A complaint shall normally be addressed to the Clerk and the complainant shall be assured that it will be dealt with promptly after receipt. Where the complainant indicates that he or she would prefer not to put the complaint to the Clerk, he or she shall be advised to put the complaint to the Chairman. Complaints about the conduct of Members shall be put to the Chairman.
- 3) On receipt of a written complaint, the Clerk or Chairman shall (except where the complaint is about his or her own actions) try to settle the complaint directly with the complainant. In the event of a complaint about the behaviour of the Clerk or a councillor, the person concerned shall be notified and given an opportunity to comment on the manner in which it is intended to attempt to settle the complaint. Where the Clerk or Chairman receives a written complaint about his or her own actions, he or she shall forthwith refer the complaint to the Council.
- 4) The Clerk or Chairman shall report to the next meeting of the Council any written complaint disposed of by direct action with the complainant.
- 5) The Clerk or Chairman shall bring any written complaint which cannot be settled to the next meeting of the Council, and the Clerk shall notify the complainant of the date on which the complaint will be considered.
- 6) The Council shall consider whether the circumstances attending any complaint warrant the matter being discussed in the absence of the press and public, but any decision on a complaint shall be announced at the Council meeting in public.
- 7) As soon as may be after the decision has been made it and the nature of the action to be taken shall be communicated in writing to the complainant. This may in the case of councillors involve a report to the Standards Board.