**BERRY POMEROY PARISH COUNCIL**

 COMPLAINTS PROCEDURE

Updated: MAY 2025

The following procedure will be adopted for dealing with complaints about the Council’s administration or its procedures together with complaints regarding the Clerk. Complaints regarding The Council should be addressed to The Clerk at the Council’s address. Complaints regarding The Clerk, should be addressed to the Chairperson at the Council’s address.

1. Complaints about a policy decision made by the Council will be referred back to the Council, or relevant Committee, as appropriate, for consideration.
2. This procedure does not cover complaints about the conduct of a Member (Councillor) of the Parish Council. Any complaint regarding a Member (Parish Councillor) should be referred to The Clerk, who will inform the Monitoring Officer of South Hams District Council or direct to The Monitoring Officer of South Hams District Counci using SHDCs online Complaints portal.
3. If a complaint about procedures, administration or the actions of any of the Council’s employees is notified orally to the Chair, or to the Clerk to the Council, a written record of the complaint must be made, noting the name and contact details of the complainant and the nature of the complaint and must be sent to The Clerk.
4. The complainant will be asked to put the complaint in writing (letter/email) to The Clerk to the Council at Berry Pomeroy Parish Council, Berry Pomeroy Village Hall Postbox, Berry Pomeroy, TQ9 6LH. The complaint will be dealt with within 21 working days of receipt. Refusal to put the complaint in writing does not necessarily mean that the complaint cannot be investigated, but it is easier to deal with if it is in writing.

1. If the complainant prefers not to put the complaint to the Clerk to the Council (because the matter relates to the Clerk, for example,) he or she should be advised to write to the Chair of the Parish Council at the Council’s address,
2. (a) On receipt of a written complaint, the Clerk to the Council (except where the complainant is about his or her own actions) or Chair of the Council (if the complaint relates to the Clerk), will seek to settle the complaint directly with the complainant. This will not be done without first notifying any person complained about and giving him or her an opportunity to comment. Efforts should be made to resolve the complaint informally at this stage.

(b) Where the Clerk to the Council or the Chair, receives a written complaint about the Clerk’s actions, he or she shall refer the complaint to the Chair of the Council. The Clerk to the Council will be formally advised of the matter and given an opportunity to comment.

1. The Clerk to the Council (or Chair) will report any complaint disposed of by direct action with the complainant to the next meeting of the Council. If relating to the Clerk, only limited information will be provided and in any event, will be discussed under PART II – confidential matters.
2. The Clerk to the Council (or Chair) will report any complaint that has not been resolved to the next meeting of the Council. The Clerk will notify the complainant of the date on which the complaint will be considered and the complainant will be offered an opportunity to explain the complaint to the Council orally.
3. Matters relating to Grievance or Disciplinary proceedings that are taking, or are likely to take place, should be dealt with in accordance with the Council’s grievance and disciplinary procedures and under Confidential Matters.
4. The Council may consider whether the circumstances of any complaint warrant the matter being discussed in the absence of the press and public, but any *decision* on the complaint will be announced at the Council meeting in public. This will not occur if the complaint regards the Clerk and the decision will hold limited information.
5. The Council may consider in the circumstances of any particular complaint whether to make any without liability payment or provide other reasonable benefit to any person who has suffered loss as a result of the Council’s maladministration. Any payment may only be authorised by the Council after The Clerk obtains legal advice and advice from the Council’s auditor on the propriety of such a payment.
6. As soon as possible after the decision has been made (and in any event not later than 10 days after the meeting) the complainant will be notified in writing of the decision and any action to be taken.
7. The Council may defer dealing with any complaint if it is of the opinion that issues arise on which further advice is necessary. The advice will be considered and the complaint dealt with at the next meeting after the advice has been received.

Reviewed: May 2025

Adopted: