

# **Complaints Procedure governing any breach of the Code of Conduct**

## **Hilton Parish Council**

Adopted 7<sup>th</sup> October 2013

*Note that complaints pertaining to Disclosable Pecuniary Interests shall be referred to the Police. The complainant shall be notified of this action and the Clerk shall also notify the Monitoring Officer of the complaint and the referral.*

### **General complaints regarding potential breach of the Code of Conduct:**

- a. Any and all complaints regarding the conduct of a Councillor should be made in writing to the Parish Clerk.
- b. Upon receipt of a written complaint the Clerk will advise the Chairman of the Council (or Vice-Chair if the Chairman is the subject of complaint) and the Councillor(s) against whom the complaint(s) is made.
- c. The complainant will be advised that the Councillor(s) against whom the complaint(s) is made will, under normal circumstances\*, be given 1 week to offer a written response to the Chairman of the Council (or Vice-Chair if the Chairman is the subject of the complaint).
- d. The Chairman of the Council (or Vice-Chair if the Chairman is the subject of complaint) will provide a written response to the complainant within two weeks of receipt of the written complaint.
- e. If the complainant is satisfied with the response the matter is resolved but if the complainant is not satisfied with the response they will have the right to refer the matter to the District Council Monitoring Officer.
- f. Where the Clerk is the subject of a complaint, the Chairman shall nominate a person to assume the duties of the Proper Officer in relation to the handling of the complaint who shall continue to act in respect of that matter as such until the complaint is resolved.
- g. The subject matter of complaints shall be confidential and, insofar as it is possible to do so by law, the Council (including the Clerk and the Chairman) shall take the steps considered necessary to maintain confidentiality.
- h. Clause (g) above should not be taken to prohibit the Council (whether through the Clerk or the Chairman of the any committee or otherwise) from disclosing information to members and officers of the Council or to other persons where such disclosure is necessary to deal with the complaint or is required by law.

\* Normal circumstances exclude absences through holidays, illness or other unforeseen circumstances.