

**COSSINGTON PARISH COUNCIL**  
**9 BENNETTS LANE, COSSINGTON, LEICESTERSHIRE, LE7 4UP**

**TELEPHONE No: 07739 808871**

Clerk to the Council – Emma Crowe

**CODE OF PRACTICE FOR DEALING WITH COMPLAINTS**

1. If a complaint about procedures of administration is notified orally to a Councillor or the Parish Clerk and it is not possible to satisfy the complainant fully forthwith, the complainant shall be asked to put their complaint in writing to the Parish Clerk and be assured that it will be acknowledged within 5 working days of receipt.
2. If a complainant indicates that they would prefer not to put the complainant to the Parish Clerk they will be advised to put it to the Chairman.
3. On receipt of a written complaint, the Parish Clerk or the Chairman, as the case may be, shall (except where the complaint is about their own actions) try to settle the complaint directly with the complainant but shall not do so in respect of a complaint about the behaviour of the Parish Clerk or a Councillor without notifying the person complained of and giving him/her an opportunity to comment on the way it is intended to attempt to settle the complaint. Where the Parish Clerk or Chairman receives written complaint about their own actions, he/she shall forthwith refer the complaint to the Council.
4. The Parish Clerk shall report to the next meeting of the Council any written complaint disposed of by direct action with the complainant.
5. The Parish Clerk or Chairman shall bring any written complaint which cannot be settled to the next meeting of the Council and the Parish 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 after the decision has been made, the nature of any action to be taken shall be communicated in writing to the complainant within 5 working days of the Parish Council meeting.
8. If the complainant is not satisfied with the response then they should contact Leicestershire & Rutland Association for Local Councils.

