

LEIGH PARISH COUNCIL

PROCEDURE FOR HANDLING COMPLAINTS

**Agreed 11.06.12
Last Review 03.06.24**

Leigh Parish Council resolved to follow the NALC Handling Complaints procedure. This includes the invitation of the complainant to a Parish Council meeting after both parties have provided each other with copies of any documentation or other evidence to be relied on. At the meeting, the complainant is invited to outline the grounds of the complaint, and the Parish Council is then able to explain the Parish Council's position. The complainant is asked to leave the room whilst members consider the complaint and a decision will be agreed and confirmed in writing within seven working days, together with details of any action to be taken. If the matter is not resolved to the complainant's satisfaction, the matter can be referred to SDC for further assistance and clarification. If the complaint is regarding a planning matter, the complainant is able to refer to SDC as the planning authority.