



Adopted \_\_\_\_\_ 2026

## AYLESFORD PARISH COUNCIL

### CODE OF PRACTICE FOR HANDLING COMPLAINTS

Aylesford Parish Council is committed to providing a quality service to residents of the Parish and to anyone who deals with the Parish Council. The Parish Council is determined to conduct its business in a fair and equitable manner. To meet this standard the following complaints procedure has been adopted. Complaints or allegations will normally fall under one of three heads, namely:

- Misconduct by Parish Councillors.
- Misconduct by Council staff.
- The Parish Council's procedures, policy or administration.

#### **Misconduct by Parish Councillors.**

All councillors must conform to the adopted Code of Conduct a copy of which is available on the parish council website or from the parish office. The Code of Conduct details the behaviour and rules by which a Councillor must work. Any member of the public, parish councillor or council staff can make a complaint against a Parish Councillor if they feel that the Councillor has not behaved in accordance with the Code. A complaint should be made to the Tonbridge and Malling Borough Council Monitoring Officer using their complaints procedure, details of which can be found on their website or obtained from their offices.

#### **Misconduct by Council staff**

Any complaints should be made in writing to the Clerk or to the Chair of the Parish Council at the parish office using the e-mail contact address and telephone number on the parish website or from the parish office. If a letter is received at the parish office addressed to the Chair, it will be passed onto him/her. The matter will be dealt with in accordance with the Parish Council's adopted disciplinary procedure for staff.

#### **The Parish Council's procedures, policy or administration**

A complaint should not be made just because you do not agree with a decision of the Parish Council. You will need to show that the Parish Council did not follow correct procedure or policy and this has resulted in unfair treatment. The Parish Council has numerous policies and procedures and its minutes and most records are open for public scrutiny. This policy is in accordance with the Council's Freedom of Information Act Publication Scheme.

A copy of the Council's Freedom of Information Act Publication Scheme and the Council's minutes and many other policies are on the Parish Council's website or are available from the parish office.

If a complaint about procedures or administration is notified orally to a councillor or clerk and they cannot satisfy the complainant forthwith the complainant shall be asked to put the complaint in writing to the clerk. If the complainant prefers not to put the complaint to the clerk he/she shall be advised to put it to the chairman.

(1) On receipt of a written complaint the clerk or chairman, as the case may be, shall try to settle the complaint directly with the complainant but shall not do so in respect of a complaint about the behaviour of the clerk or of a councillor without first notifying that person and giving them an opportunity for comment on the manner in which it is intended to attempt to settle the complaint.

(2) Where the chair receives a written complaint about his or her own actions then he or she shall forthwith refer the complaint to the council.

(3) Where the clerk receives a written complaint about his or her own actions then he or she shall forthwith refer the complaint to the chair.

(4) The chair or the clerk shall report to the next meeting of the Parish Council any written complaint disposed of by direct action with the complainant.

(5) The chair or clerk shall bring any written complaint that has not been settled to the next meeting of the Parish Council. The clerk shall notify the complainant of the date on which the complaint will be considered, and the complainant shall be offered an opportunity to explain the complaint orally. If the complainant is submitting documentation or evidence to which they will be referring to at the meeting then they should, 7 clear working days prior to the meeting, provide copies to the council. Similarly, the Parish Council should supply the complainant with copies of any Parish Council documents, which are requested and available under the Freedom of Information Act - Publication Scheme.

(6) The Parish Council shall consider whether the circumstances attending any complaint warrants the matter being discussed in the absence of the press and public but any decision on a complaint shall be announced at the Parish Council meeting in public. In the interest of openness and accountability there must be clear relevant reasons or a request from the complainant for the matter to be held without the presence of the press or public.

(7) At the meeting the Chair should

(a) Introduce everyone

(b) Explain the procedure

(c) Ask the complainant to outline the grounds of the complaint.

(d) Allow members to ask questions.

(e) Allow the Clerk or other Proper Officer to explain the council's position.

(f) Allow members to question the Clerk or Proper Officer.

(g) Members to decide whether or not the grounds for the complaint have been made.

(8) Within 7 working days of the meeting the decision and the nature of any action to be taken shall be communicated in writing to the complainant.

(9) The Parish Council shall defer dealing with any written complaint only if it is of the opinion that issues of law or practice arise on which advice is necessary. The complaint shall be dealt with at the next meeting after the advice has been received.

Note: The Local Government Ombudsman is unable to deal with complaints about Parish Councils as its legal remit only covers County, District and Borough Councils.