



FRAMLINGHAM TOWN COUNCIL COMPLAINTS PROCEDURE

Making a Complaint:

Complaints about an employee of the Town Council (i.e the Town Clerk or Administrative staff) will be dealt with internally and appropriate action will be taken as required.

Complaints that a Town Councillor may have breached the Suffolk Local Code of Conduct, will be dealt with by Suffolk Coastal District Council's Monitoring Officer. The Code of Conduct applies to elected and co-opted councillors, and complaints must be submitted in writing to Suffolk Coastal District Council, East Suffolk House, Station Road, Melton IP12 1RT or customer.services.scdc@eastsuffolk.gov.uk

Upon Receiving a Complaint

1. Complaints relating to an employee will be dealt with by the Finance Committee.
2. Complaints relating to a Councillor are under the jurisdiction of the Suffolk Coastal District Council Monitoring Officer.
3. Other complaints will be considered by Full Council or by the Finance Committee, which will include the Chairman and/or Vice Chairman and one or two Councillors, to a total of three members.

Before the Meeting

4. The complainant should direct the complaint about the Council's procedures or administration in writing to the Town Clerk at the following address: Framlingham Town Council, The Old Court House, Bridge Street, Framlingham, Suffolk, IP13 9AJ, or by email: townclerk@framlingham.com
5. If the complainant does not wish to put the complaint to the clerk or other proper officer, they may be advised to put it to the Chairman of the Council.
6. The clerk shall acknowledge the receipt of the complaint and advise the complainant when the matter will be considered by the Council or by the Complaints sub-committee.
7. The complainant shall be invited to attend the relevant meeting and bring with them such representation as they wish.
8. 7 clear working days prior to the meeting, the complainant shall provide the Council with copies of any documentation or other evidence, which they wish to refer to at the meeting. The Council shall similarly provide the complainant with copies of any documentation upon which they wish to rely at the meeting.

At the Meeting

9. The Council shall consider whether the circumstances of the meeting warrant the exclusion of the public and the press. Any decision on a complaint shall be announced at the Council meeting in public.
10. The Committee chairman shall introduce everyone and explain the complaints procedure.
11. The Complainant (or representative) shall outline the grounds for complaint.
12. Committee members may question the Complainant.
13. If relevant, the clerk or other proper officer should explain the council's position.
14. Committee members may question the clerk or other proper officer.
15. The clerk or other proper officer (in this order) and Complainant are to be offered the opportunity of the last word.

16. The clerk or other proper officer and Complainant shall be requested to leave the room while Committee members decide whether or not the grounds for the complaint have been made. Both parties may be invited back for points of clarification.
17. The clerk or other proper officer and Complainant may return to hear the decision, or can be advised when the decision will be made.

After the Meeting

18. The decision of the Council shall be confirmed in writing within seven working days of the meeting, together with the details of any action to be taken.