



## **Code of Practice for Handling Complaints**

Feock Parish Council recognises that from time to time there will be concerns expressed by members of the public over the activities of the Council or one of its members, employees or contractors. To address these issues the Council has adopted a procedure for the handling of complaints. This procedure allows people to have a form of address to the Council if they feel they have a complaint, or have been unfairly treated in their dealings with the Council staff, Councillors, the Council or its Committees.

### **Complaints against an Officer of the Council or Contractor**

1. Any complaint against an Officer, employee or contractor must be submitted in writing to the Chairman.
2. If the complaint is made against the actions of the Clerk or Assistant Clerk, it will be considered as an employment issue and the Chairman will present the complaint to the Finance & General Purposes Committee of the Council for consideration at a meeting held in the absence of the press or public or if more timely to the next Full Parish Council meeting.
3. The Complainant may be invited to attend part of the meeting to explain the nature of their complaint, in the absence of the public and press.
4. Persons mentioned in the complaint will have the opportunity to will explain the nature of their actions to the meeting, in the absence of the public and press.
5. The result of any council consideration of a complaint will be announced at a Council meeting in public.

### **Complaints against a member of the Council**

Parish and Town Councillors sign up to a Code of Conduct on taking office. The Parish Council is unable to investigate complaints against any of its members. If you wish to submit a complaint for breach of this code should do so to the Monitoring Officer at Cornwall Council.

Mr S Mansell  
Principal Legal Officer Corporate Governance  
Cornwall Council  
Treyew Road  
TRURO  
Cornwall  
TR1 3AY

Further information can be found on [www.cornwall.gov.uk](http://www.cornwall.gov.uk)