TOLLESHUNT KNIGHTS PARISH COUNCIL
Complaints procedure
Adopted by the Council at its meeting on 19.1.2026 and recorded as Minute Reference 3965.01

This Complaints Procedure document is to be used in the event of complaints received against the Parish Council by members of the public or service users. However, complaints against *individual* Councillors should be addressed to the Joint Standards Board at Maldon District Council.

If a complaint cannot be dealt with in a satisfactory and informal manner the following Complaints Procedure will be used regarding complaints about the Council's procedures or administration.

1. The person making the complaint will be asked to write formally to the Clerk of the Council, giving full details of their complaint.

2. The clerk will write to acknowledge receipt of the complaint, and advise when the Council will consider the complaint which has been made.

3. Formal complaints will be heard at a full meeting of the Parish Council, which if possible will be at the next meeting.

4. The person making the complaint will be invited to attend the meeting, and may bring a representative with them.

5. Copies of any relevant paperwork relating to the complaint will be made available to Members of the Council and the complainant, no less than five working days prior to the meeting.

6. At the meeting the Council will decide whether the press and the public should be excluded whilst the complaint is being discussed. The complainant and his/her representative may also be asked to leave the meeting once they have given their views on the issue in hand.

7. When the Council has reached a decision, the complainant and his/her representative will be asked to return to the meeting to hear the Council's decision.

8. The clerk will confirm in writing the decision taken by the Council. This will be done within four working days of the meeting at which the decision was made.

9. The above Complaints Procedure will be reviewed on an annual basis.

This document will be reviewed in January 2027.