



6. Where it appears that the complaint includes an allegation that a criminal offence has been committed the Clerk may deal with the complaint by referring it to the police.

7. If a complainant is dissatisfied with the Clerk's decision on a complaint, or if the complaint is not dealt with to the satisfaction of the complainant within the time limit set out in the previous paragraph, the complainant may ask for the matter to be referred to the Council.

8. Where a complaint is referred to the Council the complainant will be informed of the date, time and place of the meeting. At least ten working days' notice will be given. The complainant will be invited to attend the meeting and also to submit any documents which s/he wishes to refer to. Any such documents must be received by the Clerk seven working days before the meeting to enable them to be circulated to members. The Clerk will provide the complainant with any documents that s/he wishes within the same timescale. The Clerk will also inform the complainant whether it is likely that the meeting will be open to the press and public or whether the press and public are likely to be excluded (for example because the personal affairs of an individual may be discussed).

9. At the Council meeting the Chairman should introduce everyone and explain the procedure. The complainant may outline the grounds of complaint and may then be questioned, first by the Clerk and then members. The Clerk may outline the Council's position and may be questioned, first by the complainant and then by members. The Clerk and then the complainant may give a final summary of their position.

10. The complainant and the Clerk will then leave the room to allow the Council to reach a decision on the complaint. They will be called back when it has reached a decision.

11. If the Council considers that a complaint alleges misconduct by an employee the decision on the complaint may be deferred until the allegation has been dealt with under the Council's disciplinary procedure.

12. Council decisions on a complaint should normally be announced in public following personal notification to the complainant. The complainant should be notified of the decision in writing within seven working days, and notified also of what action will be taken.

13. Where a complaint is upheld the Clerk should report to a subsequent meeting of the Council and what action has been taken to ensure that any mistake does not recur.