

Copythorne Parish Council Meeting – May 16th 2023

Item 22 – To appoint a “Councillors Panel to consider the response to a complaint from a resident

BACKGROUND

At the Council meeting on March 14th 2023, I included within my Clerks Report (Agenda Item 15) that on March 6th 2023 I had received a formal written complaint from a local resident relating to actions taken by the Council. The complaint was acknowledged on March 7th 2023 and was to be dealt with in accordance with the Council's published Complaints Policy.

This that time, I have been involved in an exchange of correspondence with the local resident and on April 18th 2023 issued my response under Section 5.4 of the Complaints Policy.

CURRENT POSTION

On May 2nd 2023 following further exchanges of correspondence the resident advised the following:-

I am unsatisfied with this response and I therefore request that my complaint be referred to a councillors' panel.

The process for setting up a Councillors' Panel is detailed in Section 5.5 of the Complaints Policy, which reads as follows:-

5.5 Councillors' Panel - If the issue still remains unresolved, the complainant should be notified of his or her right to have the matter referred to a panel consisting of the Chairman of the Council (or the Vice Chairman of the Council if the complaint refers to the Chairman), and two other Councillors appointed by the Council who have not had previous involvement with the complaint or are referred to in the complaint. There will also be a note-taker, nominated by the panel, who will also not have had previous involvement in the complaint.

The outcome of all formal complaints dealt with by the panel will be advised to the Council.

In my role as Complaints Officer (Section 4 of the Complaints Policy) I can confirm that no member of the Council has at this stage seen any of the correspondence between myself and the resident relating to the complaint.

ACTION REQUIRED

The members of the Council need to agree on the members to be appointed to a Councillors' Panel and the roles that each one will hold.

Once that decision has been made the Clerk will provide the Chairman of the Council with copies of all the correspondence to enable him and the other members of the Councillors' Panel to consider the complaint and the Council's response to the resident.

David Rigby
Clerk to Copythorne Parish Council
May 3rd 2023