



Bridlington Town Council

Complaints Procedure

Adopted
for the Bridlington Town Council Term 2023-2027
Minute reference



Bridlington Town Council Complaints Procedure

1. If a complaint about procedures or administration is notified orally to a member or the clerk and they cannot satisfy the complainant fully, forthwith the complainant shall be requested to put the complaint in writing to the clerk and be assured that it will be dealt with promptly after receipt.
2. If a complainant prefers not to put the complaint to the clerk s(he) shall be advised to put it to the mayor as chairman of the council.
3. a) On receipt of a written complaint the clerk or the mayor, as the case may be, shall (except where the complaint is about his or her actions), try to settle the complaint directly with the complainant but shall not do so in respect of a complaint about the behaviour of the clerk or a member without first notifying the person who is the subject of the complaint and giving an opportunity for comment on the matter in which it is intended to attempt to settle the complaint.
b) Where the mayor or the clerk receives a written complaint about his or her own actions, s(he) shall forthwith refer the complaint to the council.
4. The clerk or mayor shall report to the next meeting of the council any written complaint disposed of by direct action with the complainant.
5. The clerk or mayor shall table any written complaint, which has not been settled to the next meeting of the council and the clerk shall notify the complainant of the date on which the complaint will be considered. The complainant shall be offered an opportunity to address the council to explain the complaint orally.
6. The council shall consider whether the circumstances attending any complaint warrant the matter being discussed in the absence of the public and press but any decision on a complaint shall be announced at the council meeting in public.
7. As soon as may be after the decision has been made, it and the nature of any action to be taken shall be communicated in writing to the complainant.
8. The council shall defer dealing with any written complaint only if it is of the opinion that issues of law or practice arise on which advice is necessary from the National Association of Local Councils. Such a complaint shall be dealt with at the next meeting after the advice has been received.

Complaints Against a Councillor

Complaints against a councillor have to be directed to the principal authority, to the Monitoring office, and can be done in writing or online on the ERYC website.

The Online link:

<https://east-riding.firmstep.com/popup.aspx/RenderForm/?F.Name=EePzp8wFL14&HideToolbar=1>

(See attached paperwork showing what the link leads to on the ERYC website)

By Email: standards@eastriding.gov.uk

In writing to:

The Monitoring Officer
Head of Legal and Democratic Services
East Riding of Yorkshire Council
County Hall, Cross Street, Beverley, East Riding of Yorkshire, HU17 9BA.