



# EAST RUSTON PARISH COUNCIL

## COMPLAINTS PROCEDURE 2018

This procedure was originally adopted by East Ruston Parish Council at a meeting on 21st March 2016.

Next Review Date: March 2020

Signed.....*Heath Brooks*..... Date *19<sup>th</sup> March 2018*  
(Heath Brooks - Chair)

Signed.....*Kerrie Wilton*..... Date *19/3/18*  
(Kerrie Wilton- East Ruston Parish Clerk)

is necessary to discuss the matter at a Council meeting there may be some delay in resolving your complaint.

9. The Clerk will consult with the Chair and agree if the details of the complaint warrant the item to be considered in a private session of the meeting. If so, this will be detailed on the agenda issued three working days before that meeting.
10. The Clerk will notify the complainant of the meeting, details of the agenda and invite them to attend, if appropriate. The Council asks that the complainant provide the Council with any relevant documents or evidence seven working days before the meeting.
11. The Clerk or the Chairman of the Council will notify you within 20 working days of the outcome of your complaint and of what action (if any) the Council proposes to take as a result of your complaint.
12. The Council adheres to Local Government Ombudsman guidance for Councils which suggests that most complaints should be resolved within twelve weeks of receipt of the complaint.
13. If you are dissatisfied with the response to your complaint, please contact the Standards Committee at North Norfolk District Council.

**Kerrie Wilton,**  
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Clerk, East Ruston Parish Council  
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