

Agenda item 8

For decision – Approve the Complaints Procedure

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As part of our regular review of chapters in FTC's constitution it became apparent that we do not have a clear complaints procedure designed for members of the public.

Chapter 4, Staff Handbook, advises members of staff on the complaints procedure that they should follow if they have a complaint against a colleague or Cllr. Similarly, Chapter 9, Councillors Code of Conduct, contains the procedure for complaints against a Cllr.

Recently the Society of Local Council Clerks (SLCC) published a model complaints procedure. This was timely for FTC as we have been proactively reviewing our data protection procedures. The original drafted Complaints Policy and Procedure was brought to Council on 04 July 2018, but it was not felt to be clear enough for approval. It was requested to further make amendments in enhance clarity and to be re-presented at this Council meeting. We have liaised with Cllr Dorrington over the re-drafted policy.

The updated draft Complaints Procedures is in [Appendix 8.1](#).

Recommendation

Approve and adopt the Complaints Procedure as part of the Constitution.