

# **DORDON PARISH COUNCIL**

## Hiring Agreement

### **COMPLAINTS PROCEDURE**

All complaints are to be submitted in writing to the Parish Clerk, giving full details of the complaint and the name and address of the complainant.

The Parish Clerk will, without prejudice, acknowledge the complainant, stating it will be put before the Committee at their next meeting.

Written complaints will be put before the Dordon Parish Council at their next meeting, unless the Chairman considers the complaint of a serious nature and necessitates the calling of an extraordinary meeting of the Committee.

The decision of the Dordon Parish Council on the complaint will be sent in writing to the complainant within 7 Days of the meeting at which it was discussed.

The Dordon Parish Council may at their sole discretion allow a complainant to attend a meeting at which their complaint is discussed so as to put their case in person.

