

24 October 2023

To all Councillors

Please take notice that an additional meeting of the **Full Council** of Thornbury Town Council will be held in the **Council Chamber of the Town Hall** on **Wednesday 1 November 2023 at 7.30pm**

All Councillors are hereby **summoned** to attend the above meeting for the purpose of considering and resolving upon the business to be transacted at the meeting as set out hereunder.



Wendy Sydenham, Deputy Clerk

*Members are reminded that the Council has a general duty to consider the following matters in the exercise of any of its functions: Equal Opportunities (race, gender, sexual orientation, marital status and any disability), Crime & Disorder, Health & Safety, Human Rights and the need to conserve biodiversity.*

**Public participation:** Please note that this meeting is open to the public. Please take note of the guidance notes for public participation [provided](#).

**Emergency Evacuation procedure:** Please familiarise yourself with the emergency evacuation procedure on display in the Council Chamber and acquaint yourself with the nearest emergency exit. The assembly point, in the event of any evacuation, is the area between the Town Hall and Costa.

**PLEASE NOTE** – the lift in the Town Hall is temporarily and unavoidably out of order and therefore the Council Chamber is currently only accessible via stairs.

## AGENDA

1. To note any apologies for absence
2. To receive the declarations of interest from members
3. To approve and sign the minutes of the meeting of the Full Council held on 12 September 2023
4. To receive any representations from the public relating to items on the agenda
5. To pass a resolution to exclude members of the public and press for agenda item 6 due to the PERSONAL and SENSITIVE nature of the business to be transacted
6. To review a complaint under the Thornbury Town Council Complaints Policy and Procedure, Section 5.3, Formal Complaint (Second Stage) and determine the outcome
7. Date of next meeting: 7.30pm on 14 November 2023

END OF AGENDA

**Minutes of the Meeting of the Full Council**

**held on Tuesday 12 September 2023 at 7:30pm  
at Council Chamber, Town Hall**

**Members present:** Cllrs James Murray  
Helen Ball  
Chris Davies  
Jayne Stansfield  
Phil O'Rourke  
John Reynolds  
Fiona Deas  
Chris Woodhouse  
Chris Bloor  
Helen Harrison  
Maggie Tyrrell  
Kath Greenman  
Simon Johnson  
Danny Bonnett

**In attendance:** Wendy Sydenham (Deputy Clerk)  
1 member of Council Administration Staff (Minutes)  
6 members of the public

**Absent:** Cllrs Mark Oaten  
Cheryl Jenkinson

**FC2324.55. To note any apologies for absence**

Apologies for absence were noted from Cllrs Mark Oaten and Cheryl Jenkinson

**FC2324.56. To receive the declarations of interest from members**

There were no declarations of interest from members.

**FC2324.57. To approve and sign the minutes of the meeting of the Full Council held on 11 July 2023**

A typographical error in Cllr Bonnett's name was noted. With the exception of this error it was **RESOLVED** to approve the minutes of the meeting of the Full Council held on 11 July 2023 and the minutes were then signed by the Chair.

**FC2324.58. To receive any representations from the public relating to items on the agenda**

Members of the public present were permitted by the Chair to speak as the relevant agenda items arose.

**FC2324.59. To consider a request from Thornbury Town Football Club to make structural changes/additions to Mundy Playing Fields assets**

- To consider if the Council wishes to make any recommendations to the Mundy Playing Fields Trust in its capacity as managing agent

- To direct that the matter is raised for consideration and agreement to the Mundy Playing Fields Trust

Three representatives from Thornbury Town Football Club spoke to introduce their proposals and explain the future plans of the Club.

Council determined that the matter should be directed to the Mundy Playing Fields Trust and suggested that it would be beneficial for the Football Club to map out their strategy for future growth and development.

**FC2324.60. To receive a South Gloucestershire Council report from Cllrs Tyrrell and Stansfield (acting in their roles as SGC Councillors)**

Cllrs Tyrrell and Stansfield gave an update on works to Thornbury High Street, discussions concerning Christmas Lights arrangements, street furniture placement, and budgetary issues surrounding car parking charges.

**FC2324.61. To consider the following Service Level Agreement (SLA) funding requests received, including decision on any funding to be awarded, and SLA durations, for introduction from 1 April 2024:**

- Thornbury and District Heritage Trust
- Thornbury Christmas Lights Association
- Thornbury Arts Festival Trust

It was **RESOLVED** to refer consideration of the Service Level Agreement requests for Thornbury and District Heritage Trust, Thornbury Christmas Lights Association and Thornbury Arts Festival to the Finance and General Purpose Committee at its meeting on 10 October 2023 and to delegate authority to that Committee to make decisions regarding any funding amounts awarded and duration of any SLAs.

**FC2324.62. To receive the minutes (approved or draft) from the following Committees:**

- Open Spaces Committee meeting held on 25 July 2023
- Staffing Committee meeting held 18 July 2023
- Climate & Nature Committee meeting held on 27 July 2023
- Finance & General Purpose Committee meeting held on 18 July 2023

The minutes of the Open Spaces Committee meeting on 25 July 2023, Staffing Committee meeting held on 18 July 2023, Climate & Nature Committee meeting held on 27 July 2023 and Finance & General Purpose Committee meeting held on 18 July 2023 were noted.

**FC2324.63. To approve the accounts for payment:**

It was **RESOLVED** to approve the following accounts for payment:

ACCOUNTS PAID OUT OF MEETING (Between 19 July - 12 September 2023)		
UNITY TRUST BANK	JUNE BACS CHARGES - WAGES ACCOUNT	26.52
UNITY TRUST BANK	JULY BACS CHARGES - WAGES ACCOUNT	26.66
THORNBURY TOWN COUNCIL	MONTH 5 PAYROLL	33,132.18
SOUTH GLOS COUNCIL	RATES - CEMETERY - JULY (DD)	351.00
SOUTH GLOS COUNCIL	RATES - CEMETERY - AUGUST (DD)	351.00
SOUTH GLOS COUNCIL	RATES - MPF CARETAKER FLAT - JULY (DD)	150.00

SOUTH GLOS COUNCIL	RATES - MPF CARETAKER FLAT - AUGUST (DD)	150.00
SOUTH GLOS COUNCIL	RATES - TOWN HALL - JULY (DD)	1,297.00
SOUTH GLOS COUNCIL	RATES - TOWN HALL - AUGUST (DD)	1,297.00
OCTOPUS ENERGY	ELECTRICITY - MPF (DD)	280.84
OCTOPUS ENERGY	ELECTRICITY - TOWN HALL (DD)	869.72
OCTOPUS ENERGY	ELECTRICITY - BAKERY ANNEX (DD)	39.61
OCTOPUS ENERGY	ELECTRICITY - CEMETERY (DD)	54.74
SPORT & PLAY	OUTDOOR SPORTS INSPECTION - CHANTRY	132.00
SPORT & PLAY	OUTDOOR SPORTS INSPECTION - MPF	132.00
ANNA-MARIE COSTER	TOWN MAYOR PORTRAIT	250.00
T & J OWEN	SUMMER PLANTING	780.00
FALON NAMEPLATES	BRONZE PLAQUE	64.00
SMITHS LTD	SKIP HIRE TO REMOVE GENERAL WASTE - CEMETERY	540.00
SLCC ENTERPRISES LTD	CAPITAL STRATEGY - STAGE 1 COMPLETED	1,667.88
SMITHS LTD	REMOVAL OF WASTE AT CEMETERY - EXTRA WASTE TAKEN	290.40
JCW WINDOW CLEANING	WINDOW CLEANING - TOWN HALL	55.00
AUBERGINE	ANNUAL SUBSCRIPTION - TTC WEBSITE	597.60
T H WHITE FIRE	FIRE ALARM MODIFICATION – MUNDY PLAYING FIELD	342.48
FASTFIX DRAINAGE AND PLUMBING LTD	DRAINAGE WORKS - TOWN HALL	354.00
PITNEY BOWES	CHARGES FOR FRANKING MACHINE - FUND TOP UP	107.00
BRITAIN IN BLOOM	PRIDE IN PARKS ENTRY 2023 – MUNDY PLAYING FIELD	30.00
ALCA	ESSENTIAL COUNCILLOR COURSE	40.00
BAUWATCH UK LTD	CCTV SET UP FOR THE CORONATION EVENT - ADDITIONAL FEE APPLIES	227.16
KRUNCH SOUTHWEST UK	YOUTH SLA QUARTER 2 2023/23	9,250.00
SOUTH WEST HYGIENE	QUARTERLY SANITARY/NAPPY BINS SERVICES – MUNDY PLAYING FIELD PAVILION TOILETS	186.58
ECOTRICTY	MONTHLY GAS SUPPLY - TOWN HALL	76.28
ECOTRICTY	MONTHLY GAS SUPPLY - CEMETERY	30.83
BIFFA WASTE SERVICES	WASTE DISPOSAL - TOWN HALL	142.13
BIFFA WASTE SERVICES	WASTE DISPOSAL - BAKERY ANNEX	131.86
BIFFA WASTE SERVICES	WASTE DISPOSAL - THE PAVILION	477.70

BIFFA WASTE SERVICES	WASTE DISPOSAL - CEMETERY	109.49
ABBEY LOOS LTD	PORTABLE TOILETS MONTHLY RENTAL - CHANTRY FIELD	252.00
DIRECT IT SUPPORT	IT SUPPORT/PHONE & BROADBAND SERVICE	721.72
PROLUDIC LTD	PLAY EQUIPMENT MAINTENANCE PARTS	2,957.95
SOUTH GLOS COUNCIL	LOCALISM SERVICE CHARGE	6,483.50
ZURICH INSURANCE UK CLAIMS	REPAYMENT MADE DUE TO INSURANCE CLAIM OVERPAYMENT	68.60
TRAINING AT WORK	PERSONAL PROTECTIVE EQUIPMENT - TRAINING X7	117.60
THORNBURY MOTORS	FUEL EXPENDITURE - JULY 23	62.17
BOWCOM	BOWGRASS SUPREME GRASS SEED	594.00
FALON NAMEPLATES	BRONZE PLAQUE	119.59
FALON NAMEPLATES	BRONZE PLAQUE	64.00
SIMPLY CLEANING	MONTHLY CLEANING CONTRACT FOR TOWN HALL - JULY	1,176.00
ABBEY LIFTS LTD	CALL OUTS - FAULTY LIFT AT TOWN HALL	540.00
EDGE IT SYSTEMS LTD	SET UP AND TRAINING OF NEW CEMETERY SOFTWARE	1,698.30
ALCA	CLLR TRAINING	40.00
ALCA	CLLR TRAINING	40.00
ALCA	CLLR TRAINING	120.00
ALCA	CLLR TRAINING	40.00
ALCA	CLLR TRAINING	30.00
ALCA	CLLR TRAINING	30.00
ALCA	CLLR TRAINING	30.00
ALCA	CLLR TRAINING	30.00
PITNEY BOWES	FRANKING MACHINE CHARGES	1.44
PROLUDIC	NEW PLAY EQUIPMENT - EASTLAND AVENUE PLAY AREA	83,879.83
PROLUDIC	REMOVAL OF ROCKS AT EASTLAND AVE PLAY AREA	1,404.00
WATER2BUSINESS	WATER SUPPLY - CEMETERY SITE	132.30
LINELA	STAFF WORKWEAR	717.48
SLCC SOCIETY OF LOCAL CLERKS	ANNUAL MEMBERSHIP	357.00
RELYON GUARDING & SECURITY SERVICES LTD	SECURITY SERVICES – MUNDY PLAYING FIELD LOCK UP FOR JULY	437.40
SOUTH GLOS COUNCIL	RATES - BAKERY ANNEX - AUGUST	95.00
BIFFA WASTE SERVICES	WASTE DISPOSAL - CEMETERY	109.49

BIFFA WASTE SERVICES	WASTE DISPOSAL - TOWN HALL	142.13
BIFFA WASTE SERVICES	WASTE DISPOSAL - BAKERY ANNEX	131.86
ARMSTRONG HALL TRUST	REFUND OF CREDIT ON ACCOUNT	2.50
TURNBERRIES COMMUNITY CENTRE	ROOM HIRE - WORKSHOP 03.09.2023	46.00
KINGFISHER DIRECT	RECYCLED PLASTIC DOME BOLLARD - OAKLEAZE GREEN	1,761.90
JIGSAW THORNBURY	GRANT AWARD 23/24	3,474.00
THORNBURY AREA YOUTH MUSIC (TAYM)	GRANT AWARD 23/24	1,200.00
THE INSPIRE TRUST	GRANT AWARD 23/24	3,000.00
THORNBURY ARTS FESTIVAL TRUST	GRANT AWARD 23/24	3,000.00
THORNBURY & DISTRICT SEA CADETS	GRANT AWARD 23/24	300.00
SIGHT SUPPORT WEST OF ENGLAND	GRANT AWARD 23/24	650.00
THE CHANTRY	GRANT AWARD 23/24	3,000.00
SUSTAINABLE THORNBURY	GRANT AWARD 23/24	375.00
SUSTAINABLE THORNBURY	GRANT AWARD 23/24	375.00
SOUTH GLOS DIGITAL COMM INTEREST COMPANY	GRANT AWARD 23/24	3,000.00
KRUNCH SOUTH WEST	GRANT AWARD 23/24	1,450.00
GIFF GAFF	CC519 - STAFF MOBILE PHONE - MONTHLY TOP UP	10.00
AMAZON	CC520 - CLEANING MATERIALS	90.77
AMAZON	CC521 - BLANK PRESENTATION CHEQUE FOR PHOTOSHOOTS	19.58
AMAZON	CC522 - 4-PACK TONER HP INK CARTRIGES	71.99
ARGOS	CC523 - MICROWAVE AND TOASTER	88.95
AMAZON	CC524 - AMAZON PRIME MONTHLY MEMBERSHIP	8.99
GIFFGAFF	CC525 - STAFF TABLET MONTHLY DATA TOP UP	8.00
ADVANCE GRASS SOLUTIONS LTD	CC526 - GRASS SEED	255.00
AMAZON	CC527 - 2X WD-40	8.50
PEOPLE'S TRUST FOR ENDANGERED SPECIES	CC528 - COMPETITION PRIZE	17.00
AMAZON	CC529 - 3 DRAW FILING CABINET	89.99
AMAZON	CC530 - KARCHER POWER WASHER	209.00
HSQE VITAL SKILLS	CC531 – STAFF ONLINE TRAINING PACKAGES	361.20
AMAZON	CC532 - TOILET ROLLS	48.60

THE ESSENTIALS COMPANY	CC533 - TWINE FOR WILDFLOWER MEADOW SEWING	28.16
AMAZON	CC534 - DIGITAL SCALES - GREEN PROJECT	28.99
GIFFGAFF	CC535 - STAFF MOBILE - MONTHLY TOP UP	10.00
EMORSGATE SEEDS	CC536 - WILDFLOWER SEEDS	560.56
MSTORE	CC537 - GARDENING GLOVES FOR VOLUNTEER EVENT	53.60
AMAZON	CC538 - BINDING COMBS	16.11
AMAZON	CC539 - POUCHES, LOCKS, TOWELS & LOO ROLLS	104.67
AMAZON	CC540 - MONTHLY PRIME MEMBERSHIP	8.99
AMAZON	CC541 - CLEANING MATERIALS	73.83
GIFFGAFF	CC542 - STAFF TABLET - MONTHLY DATA TOP UP	8.00
RSPB SHOP	CC543 - HEDGEHOG STARTER KIT - GREEN PROJECT PRIZE AWARD	46.45
	<b>Total Expenditure:</b>	<b>180,525.35</b>

CC[N] = Credit card payment

DD = Direct Debit payment

**FC2324.64. To approve the setting up of a Direct Debit for the payment of future Direct IT Services invoices**

It was **RESOLVED** to set up direct debit payments for future Direct IT Services invoices.

**FC2324.65. To approve a further transfer of £750k from the Thornbury Town Council Current Account into the CCLA investment fund**

It was **RESOLVED** to approve a further transfer of £750k from the Thornbury Town Council Current Account into the CCLA investment fund.

**FC2324.66. To consider increasing the limit 5.5 (c) of the Financial Regulations from £50k to £100k to allow more flexible and timely transfer in and out of the CCLA investment fund to maximise interest income**

It was **RESOLVED** to increase the limit 5.5 (c) of the Financial Regulations from £50k to £100k.

**FC2324.67. To note the Summary of Councillor Panel Complaint outcomes**

A summary of Councillor Panel Complaint outcomes, concerning three separate complaints relating to cemetery fees, access to social media and memorial safety testing was presented. It was noted that none of the complaints were upheld, as in all cases, Council policies had been correctly applied, and training and Council procedure had been followed.

**FC2324.68. To nominate somebody to fulfil the role of Mace Bearer**

It was **RESOLVED** to nominate Cllr Jayne Stansfield to the role of Mace Bearer, for the 2023/24 year.

**FC2324.69. To agree the transfer of the Mundy Playing Fields Premises Licence currently held by Thornbury Town Council to Thornbury Round Table (£23 transfer fee to be incurred) or as a backup in case of any issues to the Thornbury Carnival Committee**

It was **RESOLVED** to transfer the Mundy Playing Fields Premises Licence, incurring a £23 transfer fee, to Thornbury Round Table, or Thornbury Carnival Committee as a backup.

**FC2324.70. To pass a resolution to exclude members of the public and press for agenda items 16 to 18 due to the COMMERCIALY CONFIDENTIAL and SENSITIVE nature of the business to be transacted**

It was **RESOLVED** to pass a resolution to exclude members of the public and press for agenda items 16 to 18 due to the commercially confidential and sensitive nature of the business to be transacted.

**FC2324.71. To consider a report from the Youth Working Group on proposed increased youthwork provision in Thornbury and agree provision for inclusion in 2024/25 budget and contracting arrangements**

Cllr Harrison presented a report from the Youth Working Group setting out proposed youthwork provision. It was **RESOLVED** that the Clerk should review the figures provided by FACE, and subject to this, the Council agreed to include up to £98,677 in the 2024/25 budget youthwork up to.

**FC2324.72. To confirm that Thornbury Town Council will join the South Gloucestershire Council (SGC) Youth Activity Offer (YAO) contracting arrangements from 1 April 2024**

It was **RESOLVED** that Thornbury Town Council will join the South Gloucestershire Council Youth Activity Offer contracting arrangements from 1 April 2024.

**FC2324.73. To agree to give notice to end the existing contract with Krunch on 31 March 2024**

It was **RESOLVED** to give notice to Krunch to end on 31 March 2024 the existing contract for youth provision.

**FC2324.74. Date of next meeting: 7:30pm on 14 November 2023**

The date of the next meeting was noted to be 7:30pm on 14 November 2023.



# COMPLAINTS POLICY AND PROCEDURE

Date Ratified:	10 October 2023
Meeting:	Finance & General Purpose Committee
Next review date:	October 2026 ( <i>3 yearly review</i> )

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## 1. DEFINITION

Thornbury Town Council uses the Local Government Ombudsman's (LGO) definition of a complaint, which is accepted by National Association of Local Councils (NALC):

*'A complaint is an expression of dissatisfaction by one or more members of the public about the council's action or lack of action or about the standard of a service, whether the action was taken or the service provided by the council itself or a person or body acting on behalf of the council'*

In accordance with NALC/LGO guidelines, the Town Council will try to ensure that their complaints system is:

- well publicised and easy to use.
- helpful and receptive;
- not adversarial;
- fair and objective;
- based on clear procedures and defined responsibilities;
- quick, thorough, rigorous and consistent;
- decisive and capable of putting things right where necessary;
- sensitive to the special needs and circumstances of the complainant;
- adequately resourced;
- fully supported by councillors and officers; and
- regularly analysed to spot patterns of complaint and lessons for service improvement.

## 2. CONFIDENTIALITY

The LGO/NALC advises that the identity of a complainant should only be made known to those who need to consider a complaint. Thornbury Town Council will take care to maintain confidentiality where circumstances demand (e.g. where matters concern financial or sensitive information or where third parties are concerned).

## 3. SCOPE

This procedure does not apply to:

- Complaints about the substance of policy decisions made by the Council
- Complaints by members of the council, who would otherwise have a conflict of interest and who have alternative channels of communication.

When a complaint is made against a local council, member(s) of the council or staff are likely to be mentioned or complained about. However, a complaint against a council should be treated as a complaint against the body corporate of the council, not as a complaint against individual employees or member(s) of the council.

The procedure set out in this in this policy is not appropriate for use where a complaint is made against an individual. Serious complaints relating to the conduct of an individual can be dealt with in the following way:

- Complaints against Members of the Town Council through South Gloucestershire Council's Monitoring Officer
- Complaints against members of staff through internal Managing Employee Performance Procedure

## 4. COMPLAINTS OFFICER

The Complaints Officer for the Town Council is the Town Clerk. Their main duties are:

- The day-to-day operation and management of the procedure, including providing a reference point for staff queries on informal complaints.

- To oversee, and undertake where necessary, the investigation of formal complaints at the first stage, within the relevant time scales.
- To maintain a record of all complaints received including details of the nature of the complaint, action taken, outcome, and time taken to resolve.
- To identify improvement points arising from any complaints.
- To identify staff training issues.

The Clerk may delegate the responsibilities of the Complaints Officer role (for example in times of absence) to the Deputy Clerk. Any reference to 'the Clerk' throughout the rest of this policy may be suffixed with 'or Deputy Clerk' as may be appropriate.

## **5. COMPLAINTS PROCEDURE**

### **5.1 INFORMAL COMPLAINTS**

During the course of daily business, minor complaints are made to officers about the services we provide. These will usually be dealt with by the relevant officer as appropriate. It is not appropriate for every comment to be treated as a formal complaint. Every effort should be made to deal with these problems immediately, either by providing information, instigating the appropriate action or explaining a decision.

The following procedure is designed for those complaints which cannot be satisfied by less formal measures or explanations provided to the complainant by Town Council officers or councillors as part of the day-to-day running of the council.

### **5.2 FORMAL COMPLAINT (FIRST STAGE)**

Any complainant has the right to appoint a professional representative, or other person, to act on their behalf or accompany them in which case all correspondence will be addressed to the representative and not directly to the complainant.

A customer may be unsatisfied with the outcome of an informal complaint and may wish to take the matter further. If this is the case, the complainant should be asked to put the complaint in writing to the Town Clerk and should include what remedy they seek from their complaint.

Once the complaint is received in writing, it will be assessed to ensure it fits the criteria of an appropriate complaint (in particular 'DEFINITION' and 'SCOPE' as set out above), recorded and passed to the Town Clerk to investigate. At this point the complaint will be acknowledged (aim within 3 working days of receipt) and the complainant will be provided with a copy of this policy. If the matter is not considered to have legitimate grounds for consideration as a complaint, as set out in this policy, the complainant will be informed of this.

After making investigations, the Town Clerk will aim to respond to the complainant within 20 working days of the written complaint being received, although this time limit may be extended with the agreement of the complainant or where the Clerk feels it necessary to take legal or other advice, or where further investigation is necessary in order to investigate the matter sufficiently.

Where it appears that the complaint includes an allegation that a criminal offence has been committed the Clerk may deal with the complaint by referring it to the police. In this case no further Town Council investigation will be pursued subject to advice from the police.

### **5.3 FORMAL COMPLAINT (SECOND STAGE)**

If a complainant is dissatisfied with the outcome of the first stage of the Formal Complaint procedure, or if the complaint was not dealt with to the satisfaction of the complainant, the complainant can ask for the matter to be referred to the second stage of the Formal Complaint procedure. This will involve a review of

the first stage formal complaint in terms of its procedure and efficacy by Full Council or duly delegated Committee. If Full Committee or duly delegated Committee reviewing the first stage formal complaint feels that there is an element of the complaint that was not sufficiently investigated at a previous stage, Officers may be tasked with carrying out further investigation and reporting this back to Full Council or the duly delegated Committee to assist them in arriving at their conclusion.

### **Before the Meeting**

1. An Officer shall acknowledge receipt of the second stage complaint and advise the complainant when the matter will be considered by the Council or by a duly delegated committee established for the purpose of hearing complaints. The meeting shall be convened at the earliest possible opportunity as dictated by councillor/officer availability.
2. The complainant will be informed of the date, time and place of the meeting. At least ten working days' notice will be given. The complainant will be invited to attend the meeting and also to submit any documents to which they wish to refer. Any such documents must be received by the Clerk seven working days before the meeting to enable them to be circulated to members. The Clerk will provide to the complainant, within the same timescale, any documents to which the council wishes to refer.

### **At the Meeting**

3. The Council will consider exclusion of the public and the press for relevant agenda items. Any decision on a complaint will be announced in public.
4. The Chairman to introduce everyone and explain the procedure.
5. The complainant (or representative) to outline the grounds for complaint
6. Members to ask any questions of the complainant.
7. If relevant, the Town Clerk will explain the council's position
8. Members to ask any questions of Town Clerk
9. Town Clerk and complainant to be offered the opportunity to summarise their position (in this order).
10. Town Clerk and the complainant should be asked to leave the room while Members decide whether or not the grounds for the complaint have been made. (If a point of clarification is necessary, **both** parties to be invited back).
11. Town Clerk and complainant return to hear decision, or to be advised when decision will be made. An additional meeting Council/Committee meeting would have to be called if a delay is required prior to making a decision.
12. If the panel considers that a complaint alleges misconduct by an employee the decision on the complaint may be deferred until the allegation has been dealt with under the relevant council HR procedures, unless this has already been carried out under an earlier stage of investigation.
13. The outcome of the complaint, and any procedural changes implemented as a result, must be reported by the Clerk to a subsequent Full Council meeting.

### **After the Meeting**

14. The decision of the meeting will be confirmed in writing to the complainant within seven working days together with details of any action to be taken.
15. The decision of the Council at the conclusion of a Formal Complaint (Second Stage) is final and represents the end of the Thornbury Town Council complaints process.
16. The Local Government Ombudsman has no jurisdiction in respect of parish and town councils except where the council is working jointly with a principle council through a joint committee or is carrying out a function of a principle council.