

## IVYBRIDGE TOWN COUNCIL

## COMPLAINTS PROTOCOL FOR

- 1. COMPLAINTS MADE BY COUNCILLORS AGAINST FELLOW COUNCILLORS; AND**
  - 2. COMPLAINTS MADE BY COUNCILLORS AND IVYBRIDGE TOWN COUNCIL**
1. COMPLAINTS MADE BY COUNCILLORS AGAINST FELLOW COUNCILLORS
    - a. Nothing in this Protocol overrides the Members' Code of Conduct and in the case of conflict between this Protocol and the Code of Conduct, the Code of Conduct shall prevail.
    - b. In the first instance the complaint should be made in writing to the Town Clerk.
    - c. In the case of a complaint against a fellow councillor, a meeting will be offered between the relevant councillors, chaired by the chairman of the Personnel Committee, or Deputy Chairman or Deputy Town Mayor, to seek an informal resolution.
    - d. If a resolution cannot be reached at that meeting, or the complainant remains dissatisfied, they will be advised to submit their complaint to the Monitoring Officer
  2. COMPLAINTS MADE BY COUNCILLORS AGAINST IVYBRIDGE TOWN COUNCIL
    - a. In the case of a complaint against the Town Council, the complainant will be offered a meeting with the Town Clerk to see how the problem may be best resolved.
    - b. If the complainant is unhappy with the resolution offered, they will be advised to submit their complaint to the South Hams District Monitoring Officer
    - c. From time to time the relationship between Councillors and the Clerk (or other employees) may break down or become strained. Whilst it is always preferable to resolve matters informally, through conciliation by an appropriate third party, it is important that the Council follows the Council's disciplinary and grievance procedures.

- d. The law requires all employers to have disciplinary and grievance.
- e. If a Councillor is dissatisfied with the conduct, behaviour or performance of the Clerk or another employee, the matter should be raised with the Clerk in the first instance (unless the matter relates to the Clerk when it shall be raised with the Town Mayor). If the matter cannot be resolved informally, it may be necessary to invoke the council's disciplinary procedure.