

COMPLAINTS PROCEDURE

Document history

Notes of changes	Version No.	Date of approval and adoption
Complaints procedure in original format	1.0	May 2023
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**THIS COMPLAINTS PROCEDURE IS PUBLISHED AS REVIEWED BY
CUMBRIA ASSOCIATION OF LOCAL COUNCILS IN APRIL 2026**

Cumbria Association of Local Councils (CALC)

Complaints procedure

Introduction

CALC is committed to providing a quality service to our membership. Our preference is to deal with any complaints informally and directly with you. If you have a complaint please contact the Chief Officer or, if the matter concerns the Chief Officer, the Chair of CALC. The Chief Officer (or Chair) will try to resolve the matter directly with you in a timely manner (wherever possible within 20 working days). However, should it not be possible to resolve your complaint informally then we will follow the complaints procedures shown below.

Complaints about procedures, services, administration or the conduct of CALC employees / Chief Officer

Receipt of Complaint

1. The complainant will be asked to put the complaint about CALC's procedures or administration in writing to Chief Officer.
2. If the complainant does not wish to put the complaint to Chief Officer, he or she should be advised to address it to the Chair of CALC.
3. The Chief Officer shall acknowledge receipt of the complaint and advise the complainant when the matter will be considered by the Staffing and Governance Committee which will establish a panel for the purposes of hearing the complaint. The complainant should also be advised whether the complaint will be treated as confidential.
4. The complainant shall be invited to attend a meeting and to bring with them a representative if they wish.
5. Seven clear working days prior to the meeting, the complainant shall provide

CALC with copies of any documentation or other evidence relied on. CALC shall provide the complainant with copies of any documentation upon which they wish to rely at the meeting and shall do so promptly, allowing the claimant the opportunity to read the material in good time for the meeting.

At the Meeting

6. The Chair of the panel hearing the complaint should introduce everyone and explain the procedure.
7. The complainant (or representative) should outline the grounds for complaint and, thereafter, questions may be asked by (i) Chair of the panel or other nominated officer.
8. The Chief Officer will have an opportunity to explain CALC's position and questions may be asked by (i) the complainant and (ii), members of the panel.
9. The Chief Officer and then the complainant should be offered the opportunity to summarise their position.
10. The Chief Officer 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 shall be invited back.
11. The Chief Officer and the complainant should be given the opportunity to wait for the decision but if the decision is unlikely to be finalised on that day, they should be advised when the decision is likely to be made and when it is likely to be communicated to them.

After the Meeting

16. The decision should be confirmed in writing within seven working days together with details of any action to be taken.

To be noted should the complaint relate to a CALC employee then the alleged complaint may be addressed through the disciplinary procedure.