



CODE OF PRACTICE

A. Before the Meeting

1. The complainant should be asked to put the complaint about the Folkestone Town Council's procedures or administration in writing to the Clerk.
2. If the complainant does not wish to put the complaint to the Clerk, they may be advised to put it to the Town Mayor.
3. The Clerk shall acknowledge the receipt of the complaint, within 3 working days, and advise the complainant when the matter will be considered by the Council, or by the Committee established for the purposes of hearing complaints, if the complaint cannot be satisfactorily resolved.
4. The complainant shall be invited to attend the relevant meeting and bring with them such representative as they wish.
5. 7 clear working days prior to the meeting, the complainant shall provide the Council with copies of any documentation or other evidence, which they wish to refer to at the meeting. The Town Council shall similarly provide the complainant with copies of any documentation upon which they wish to rely at the meeting.

B. At the meeting

6. The Town Council shall consider whether the circumstances of the meeting warrant the exclusion of the public and the press. Any decision on a complaint shall be announced at the Council meeting in public.
7. Town Mayor to introduce everyone.
8. Town Mayor to explain procedure.
9. Complainant (or representative) to outline grounds for complaint.
10. Members to ask any question of the complainant.
11. If relevant, the Town Clerk, or other proper officer, to explain the Council's position.
12. Members to ask any question of the Clerk (or other proper officer).
13. The Town Clerk (or other proper officer) and complainant to be offered opportunity of last word.
14. The Town Clerk (or other proper officer) and complainant to be asked to leave the room while Councillors 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).

15. The Clerk (or other proper officer) and complainant return to hear decision, or to be advised when decision will be made.

C. After the Meeting

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