

## **EAST GRINSTEAD TOWN COUNCIL**

### **East Grinstead Town Council Complaints Procedure - Councillors**

1. This Code of Practice does not specifically focus upon complaints about an employee of the Council that are appropriate to be dealt with as an employment matter and in accordance with the approved disciplinary procedure. Similarly complaints that an employee may have about a colleague, a senior officer or an elected member must be conducted in accordance with the official grievance procedure.
2. Complaints concerning an elected Member as having breached the Code of Conduct should be made in writing and sent to the Standards Committee, c/o Monitoring Officer, Mid Sussex District Council, Oaklands, Haywards Heath, RH16 1SS
3. As policy every effort should be made to resolve complaints to the satisfaction of the complainant prior to the involvement of elected Councillors in the formal complaints procedure process. Should this not be possible then it will be necessary for Councillors to become involved by way of the Standards Committee.

Julie Holden  
Town Clerk  
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