

COMPLAINTS

If you have a complaint about any aspect of a community council, how it conducts its business, or otherwise behaves, then your first action must be to contact the community council and get the opportunity to address your concerns.

In most cases the process is simply to raise the complaint as an agenda item at the next meeting of the community council, where it can be discussed and hopefully resolved. The usual way of ensuring your complaint is raised at the next meeting is to write to either the secretary or chair of the Community Council outlining your complaint.

You have a right to attend the community council meeting, but it is for the meeting chair to decide whether you will also be allowed to speak at the meeting. Once the community council has considered your complaint, should you remain dissatisfied with the outcome you can raise the issue with the City of Edinburgh Council which then has discretion as to whether to investigate the matter.

What is a complaint

1. Complaints made to a community council are likely to be in relation to action or lack of action taken by a community council collectively; procedural issues such as a departure from standing orders or the agreed constitution or else could relate to the conduct of an individual community councillor.
2. While each community council is free to adopt their own tailored complaints procedure, it is important that any procedure adopted consists, at the very least, of the following steps:-
3. Acknowledge complaint and let the complainant know when and where they can expect their complaint to be discussed.
4. Place copy of the complaint on the agenda for the next scheduled meeting.
5. The terms of the complaint should be discussed in full and in public when it would be expected that an appropriate resolution can be reached by the majority of community councillors present.
6. Irrespective of whether or not the complainant was present at the meeting, written confirmation regarding the outcome of the meeting should be sent to them setting out what decision has been reached, any changes in procedure agreed as a consequence of the complaint and, if appropriate, an apology. The written confirmation should also set out that should the complainant remain dissatisfied by the response provided, they may have the right to refer their complaint to the City of Edinburgh Council which will consider whether to investigate the matter further.