

Hales & Heckingham Parish Council

Code of Conduct & Complaints Procedure

Hales & Heckingham Parish Council - Councillor Code of Conduct

The Council has revised its 'Councillor Code of Conduct' as recommended by the National Association of Local Councils (NALC), which includes the following seven principles of public life identified by the Committee on Standards in Public Life chaired by Lord Nolan. Namely:

Selflessness, Integrity, Objectivity, Accountability, Openness, Honesty and Leadership

Please see 'Hales & Heckingham Parish Council – Councillor Code of Conduct' for the full Code of Conduct that your Councillors adhere to while dedicating their own time to helping improve facilities, safety, health and wellbeing and the environment in Hales & Heckingham.

Protocols for Public Participation in Council Meetings

We welcome your attendance at Parish Council meetings. Please read these Protocols if you wish to attend a Parish Council meeting. All meetings are advertised for the current year in the 'Meetings' section of the HHPC website, under 'calendar': [www. http://halesandheckingham-pc.gov.uk/events/](http://halesandheckingham-pc.gov.uk/events/)

Model Complaints Procedure

Is also available on www.HalesandHeckingham-pc.gov.uk and would be followed as appropriate should a complaint arise.

In return, the Parish Council has a zero-tolerance policy on abusive behaviour towards its staff or Councillors and the Parish Council will not accept or tolerate any complaints reported in a disrespectful or anti-social manner e.g. door-stopping, complaints delivered late at night, using aggressive language or bullying. If any complaints are made in such a way, this may result in a formal report to the Police as a case of harassment or anti-social behaviour.

We thank you for your consideration and welcome your active participation in Parish Council meetings – together helping to support our local community.