

# Complaints Procedure

May 2025 reviewed

Next review May 2026

## 1. Introduction

- 1.1 From time-to-time members of the public have complaints about the administration or procedures of the Town Council. These are complaints against the Council itself rather than complaints which it helps resolve. The code set out below ensures that complainants can feel satisfied that at the very least their grievance has been properly and fully considered.

## 2. Code of Practice

- 2.1 If a complaint about procedures or administration is notified orally to a councillor or the Clerk and it is not possible to satisfy the complainant fully forthwith, the complainant shall be asked to put their complaint in writing to the Clerk and be assured that it will be dealt with promptly after receipt.
- 2.2 If a complainant indicates that they would prefer not to put the complaint to the Clerk they shall be advised to put it to the Chairman.
- 2.3 On receipt of a written complaint the Clerk or Chairman, as the case may be, shall (except where the complaint is about their own actions) try to settle the complaint directly with the complainant, but shall not do so in respect of a complaint about the behaviour of the Clerk or a councillor without notifying the person complained of and giving them an opportunity to comment on the manner in which it is intended to attempt to settle the complaint. Where the Clerk or Chairman receives written complaint about their own actions, they shall forthwith refer the complaint to the Council.
- 2.4 The Clerk or Chairman will notify the complainant of the outcome of the complaint and of what action (if any) the Council proposes to take as a result of the complaint within 20 working days of initial receipt of the complaint. (In exceptional cases, the twenty working days timescale may have to be extended. If it is, the complainant will be kept informed).
- 2.5 The Clerk or Chairman shall report to the next meeting of the Council any written complaint disposed of by direct action with the complainant.
- 2.6 The Clerk or Chairman shall bring any written complaint which cannot be settled to the next meeting of the Council, and the Clerk shall notify the complainant of the date on which the complaint will be considered.
- 2.7 The Council shall consider whether the circumstances attending any complaint warrant the matter being discussed in the absence of the press and public, but any decision on a complaint shall be announced at the Council meeting in public.