



Complaints procedure

Author: Ian Brown, Chief Executive & Town Clerk

1. If a complaint about procedures or administration is notified, orally to a councillor or the Chief Executive & Town 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 Chief Executive & Town Clerk and be assured that it will be dealt with promptly after receipt.
2. If a complainant indicates that they would prefer not to put the complaint to the Chief Executive & Town Clerk, they shall be advised to put it to the chair of the town council (mayor).
3. On receipt of a written complaint, the Chief Executive & Town Clerk or chair, 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 Chief Executive & Town Clerk or a councillor without notifying the person complained of and giving him an opportunity to comment on the manner in which it is intended to attempt to settle the complaint. Where the Chief Executive & Town Clerk or chair receives written complaint about their own actions, they shall forthwith refer the complaint to the council.
4. The Chief Executive & Town Clerk or chair shall report to the next meeting of the town council any written complaint disposed of by direct action with the complainant.
5. The Chief Executive & Town Clerk or chair shall bring any written complaint which cannot be settled to the next meeting of the town council, and the Chief Executive & Town Clerk shall notify the complainant of the date on which the complaint will be considered.
6. The town 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 town council meeting in public.

As soon as may be after the decision has been made, it and the nature of any action to be taken, shall be communicated in writing to the complainant.