



COMPLAINTS PROCEDURE REGARDING COUNCIL ADMINISTRATION AND PROCEDURES

Northstowe Town Council



MAY 20, 2021
NORTHSTOWE TOWN COUNCIL
VERSION 1.0

Introduction

Northstowe Town Council is committed to providing good quality services for the benefit of the people who live or work in its area or are visitors to the locality. If you are dissatisfied with the standard of service you have received from Northstowe Town Council, or are unhappy about an action or lack of action by Northstowe Town Council; this procedure sets out how you may make a complaint to the Town Council about its services, actions, processes and administration and how we shall try to resolve your complaint.

This Complaints Procedure applies to:

- a) complaints about council administration and procedures and may include complaints about how council employees have dealt with your concerns.

This Complaints Procedure does not apply to:

- a) Complaints by one council employee against another council employee, or between a council employee and the council as employer. These matters are dealt with under the council's disciplinary and grievance procedures.
- b) Complaints against Councillors. Complaints against councillors are covered by the Code of Conduct for Members and the associated Complaints Procedure (Code of Conduct).

Making a complaint

1. If a complaint about procedures or administration is notified orally to a Councillor or Member of staff and it is not possible to satisfy the complainant fully forthwith, the complainant shall be asked to put their complaint in writing to the Town Clerk. The complainant shall be assured that the complaint will be dealt with promptly after receipt.
2. Complaints may be made in writing by completing the council's Complaints Form (available from the Town Council website) and emailing this to the Town Clerk on townclerk@northstowetowncouncil.gov.uk

If the complainant would prefer not to put the complaint to the Town Clerk, they shall be advised to put it to the Mayor who will report your complaint to the next Full Council meeting.

3. Upon receipt of a written complaint, the Town Clerk will, under normal circumstances¹, acknowledge the complaint within five working days.
4. Where the Town Clerk receives a complaint about their own actions it shall be referred to the Mayor.

Where the Mayor receives a complaint about their own actions it shall be referred to the Council after first notifying the complainant of the manner in which it is intended to attempt to settle the complaint.

5. The Town Clerk or the Council will investigate each complaint obtaining further information as necessary from the claimant and/or from staff or members of the Council.
6. Where, in the opinion of the Town Clerk, a complaint cannot be resolved satisfactorily, it shall be referred to the next appropriate Council or Committee meeting. The complainant shall be notified of the date on which the complaint would be considered.

The Council or Committee shall determine whether the matter be discussed with the Exclusion of Press and Public and this decision shall be announced at the meeting in public.

7. The Town Clerk or Mayor will notify the complainant in writing within twenty working days of the outcome of your complaint and of what action (if any) the Council proposes to take as a result of your complaint. In exceptional cases the twenty working days timescale may have to be extended. If it is, you will be kept informed.
8. If the complainant is dissatisfied with the response to the complaint, they may ask for the complaint to be referred to the full Council and (usually within eight weeks) the claimant will be notified in writing of the outcome of the review of their original complaint.

Document History

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¹ Normal circumstances exclude absences through holiday or illness