

**MALTBY TOWN COUNCIL**  
**COMPLAINTS PROCEDURE**



**Adopted: 5 April 2018**

**Minute No. 2017/320**

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## **MALTBY TOWN COUNCIL**

### **PROCEDURE FOR HANDLING COMPLAINTS**

#### **Approved by MALTBY TOWN COUNCIL**

A complaint may be made by anyone who feels that they have had a poor service from the Town Council. The following procedures will apply:-

1. Complaints must be submitted to the Clerk:-
  - In person
  - By telephone
  - In writing
  - Via email to [maltby.town@btconnect.com](mailto:maltby.town@btconnect.com)
  - Via our website at [www.maltbytowncouncil.co.uk](http://www.maltbytowncouncil.co.uk)
2. Complaints must include the following details:-
  - The nature of the complaint in detail
  - The subject of the complaint (e.g. Member, Clerk)
  - The remedy sought
3. The Clerk will send a copy of the complaint to the Chair.
4. The Chair, in consultation with the Clerk, will contact the parties concerned in an effort to reach an amicable solution to the complaint.
5. A copy of the written complaint will be circulated by the Clerk to all members of the Town Council and to the subject of the complaint.
6. If an amicable solution cannot be reached by the above means, a Complaints Working Party, comprising of the Chair plus three members of the Town Council, will be established and convened as soon as reasonably practicable.
7. The Complaints Working Party will meet on a date and time and at a place to be determined by the Chair, in consultation with the Clerk, providing that none of them are subject to complaint. The quorum for the meeting will be three.
8. If possible, the complaint will be dealt with by way of consideration of written representations.
9. If this is not possible, both parties to the complaint will be invited to attend in person and they may be accompanied by an advisor/representative.
10. Where the complaint is heard in person rather than by written representations the following procedure will apply:-

- The Chair will invite the complainant to state in full the details of the complaint.
- The subject of the complaint will be invited to question the complainant.
- The members of the Complaints Working Party will be allowed to question the complainant.
- The subject will be invited to answer the complaint.
- The complainant will be invited to question the subject.
- The members of the Complaints Working Party will be allowed to question the subject.
- The complainant will sum up.
- The subject of the complaint will sum up.
- The complainant and the subject will withdraw.
- The Complaints Working Party will consider the evidence and come to decision in respect of the complaint.
- Where the complaint is upheld in full or in part the Complaints Working Party will recommend a remedy to the complaint.
- The complainant and the subject of the complaint will be invited back into the meeting and advised of the decision.

The Complaints Working Party shall forward details of any complaint the manner in which it has been dealt with and the conclusion reached, via the Clerk, for report to the next full meeting of the Town Council.

The Working Party shall, at its absolute discretion, deal with any matters not specifically covered by the procedure, but relevant to its role.

**N.B.**

- Should the complaint be against the Chair, the Vice-Chair will lead the proceedings.
- Should the complaint be against the Clerk, the Clerk will not be in attendance at the Complaints Working Party.

## COMPLAINT MONITORING FORM

<b>Date Complaint received:</b>	
<b>Name of Complainant:</b>	<b>Address:</b>
<b>Telephone number:</b>	
<b>Reasons / Details of Complaint (Who? What? Where? When? etc</b>	
<b>Complaint Assessed by:</b>	<b>Date:</b>
<input type="checkbox"/> <b>Holding Letter Sent.</b>	
<b>Member of Council to take action</b>	<b>Timescale for completion:</b>
<b>Immediate Action required:</b>	
<b>Member of Council to take action:</b>	<b>Timescale for completion:</b>
<b>Preventative Action required</b> (How can the complaint be prevented from happening again):	
<b>Findings and Actions taken:</b> (Please explain your answer)	
<b>The complaint was found to be:</b> Justified <input type="checkbox"/> Unjustified <input type="checkbox"/> Indeterminate <input type="checkbox"/> (Please tick as appropriate) <b>If indeterminate please state why:</b>	