

Carnforth Town Council



Complaints Procedure

Statutory Complaints

Any complaint which covers the **Conduct** of Councillors or the Council's discharge of its obligations under **Freedom of Information** or **Data Protection** should be dealt with under the complaints provisions of those policies.

Complaints against Councillors are covered by the Code of Conduct adopted in September 2012. If a complaint against a Councillor is received, the complainant should be furnished with contact details for the Monitoring Officer and advised appropriately.

Oral Complaints

When a person who raises an issue as a complaint to a Councillor or member of staff, the Member / Officer should attempt to resolve the issue at that time. If it is not possible to do so, the Member / Officer should ask the person to put their complaint in writing to the Clerk or to the Mayor.

Written Complaints (including emails where the person identifies themselves and gives contact details)

When a written complaint is made to a Councillor, they should pass it to the Clerk or where the complaint is made against the Clerk, they should pass it to the Mayor.

If the complaint concerns Council policy or Council decisions, this should be tabled as an item of correspondence for consideration at the next ordinary meeting. **The complainant must be advised of this and of the date and time of the meeting.**

Otherwise, the Clerk should then attempt to resolve the complaint with the complainant individually and, if successfully resolved, confirm this in writing. Copies of the complaint and the response should be given to all Councillors. **In all Cases, the Clerk will respond within five working days and will advise the complainant of the outcome within twenty working days.**

If the complainant is not satisfied or the issue cannot be resolved, the matter should be referred to Council at the next ordinary meeting. **The complainant must be advised of this and of the date and time of the meeting.**

Clerk to the Council: clerk@carnforthtowncouncil.org.uk 07756 080 030

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Where the complaint refers to the Clerk, the Mayor should follow the same procedure.

The following points should be noted:

- Where the complaint refers to the behaviour of an individual, they should always be given the chance to respond in full and should be given a copy of all correspondence.
- In the case of a complaint alleging criminal behaviour, the complainant should be asked to refer the matter to the police and no further action should be taken.
- Where a complaint has the potential to lead to disciplinary action against an officer, the person dealing with the complaint should have careful regard to disciplinary procedures and relevant employment law.
- Where possible, complaints should be resolved within twelve working days and, as a minimum, the person dealing with the complaint should respond to the complainant setting out the actions being taken to resolve the complaint.

This Procedure was submitted to Carnforth Town Council as a revision to the procedure adopted in November 2012.