



# Broseley Town Council

## Complaints Procedure

### 1. Introduction

- a. The complaints procedure is for complaints regarding the administration of the Council, its services or procedures.
- b. Separate arrangements as prescribed by law are in place in respect of Councillors. These arrangements are referred to in paragraphs 6 and 7 below.

### 2. Aim

The aim is to swiftly investigate all complaints in an impartial manner and to find a solution locally, whenever possible, to the satisfaction of both the complainant and the Council.

### 3. What to do if you have a complaint

- a. The first priority is to raise the issue with the Town Council. To do this, please contact the Town Clerk, who is the officer responsible for dealing with these matters, as quickly as possible.
- b. Your complaint should be made by telephone, email, in person or in writing, outlining the nature of the complaint and giving as much information as possible. Complaints should be addressed to the Town Clerk at the address given below.
- c. In many cases, it will be possible for an issue to be dealt with straight away and for the complaint to be resolved immediately.
- d. For more complex issues, it is much better to put these in writing so that a thorough investigation can be undertaken. Investigations will be dealt with as quickly as possible and under normal circumstances you should get a written response within 15 working days.
- e. The Clerk maintains a register of complaints showing dates, details of the complaint, complainant and the action taken to resolve the issue. This is available for all members of the Council to inspect.
- f. If the complaint involves the Town Clerk personally, the complaint should be addressed directly to the Town Mayor.
- g. Complaints about an employee of the Council will be dealt with internally as an employment matter and appropriate action taken as required.

#### **4. Putting things right**

- a. If, following the investigation into the complaint, the Council is found to be at fault, every effort will be made to resolve the complaint to the satisfaction of the complainant.
- b. Where subsequent actions or simply the passage of time prevents restitution, other actions may be appropriate which may include a local settlement. A local settlement is defined as action taken to restore a complainant to a situation he or she would have been in if the fault had not occurred.

#### **5. What if you are not satisfied**

- a. If you are not satisfied with action taken by the Town Clerk, you should write to the Town Mayor at our address. The Mayor will review the complaint, and all of the paperwork relating thereto, and if s/he believes it appropriate will submit the complaint to a working group of the Council for consideration.
- b. In order to preserve any confidentiality issues, the working group of the Council will normally deal with your complaint in private session and your details will not therefore be released publicly.
- c. You may be invited to attend the meeting to present the details of your complaint in person.
- d. Should you attend the meeting, the procedure will be as follows:
  - You will be asked to outline the grounds for your complaint
  - Council Members may ask you questions regarding your complaint
  - The Clerk will outline the Council's position
  - Council Members may ask questions of the Clerk
  - You and the Clerk will be asked to leave the room while the Council Members consider the complaint
  - You and the Clerk will return to hear the Council's decision or be advised when a decision will be made
  - You will be notified in writing of the decision and any action to be taken within seven working days of the meeting

#### **6. What if you have a complaint about the behaviour of a particular Councillor (or Councillors)**

- a. Councillors are required to observe a 'Code of Conduct'. If you feel a Councillor has broken any of the rules in the Code of Conduct, you can complain to the Standards Committee of Shropshire Council.

#### **7. What type of behaviour is covered by the Code of Conduct**

Broadly, the Code requires Councillors:-

- To treat others with respect;
- Not to discriminate unlawfully;
- Not to do anything to compromise the impartiality of Council employees;
- Not to disclose confidential information;
- Not to stop anyone gaining access to information they are entitled to;
- Not to conduct themselves so as to bring their office or the Council into disrepute;
- Not to use their position to improperly secure an advantage, or disadvantage, for anyone;
- Not to use the Council's resources for unauthorised political purposes;
- To declare any bias or disclosable pecuniary interest in any matter that comes before the Council. Where a disclosable pecuniary interest is declared, Councillors are not permitted to take part in the discussion or decision on that matter;
- To register certain financial and other interests (a copy of the register is available for public inspection).

#### **8. Assistance or advice relating to procedures or a complaint**

If you need any specific help or general guidance about the Council's procedures or about any specific complaint, please contact the Town Clerk at the address below.

Mrs T M Barrett  
Town Clerk

Broseley Town Council  
The Library Building  
Bridgnorth Road  
Broseley  
Shropshire  
TF12 5EL

Tel: 01952 882172  
e-mail: broseleytc.clerk@btinternet.com

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