



## Bingham Town Council

### Complaints Policy

#### **1 Introduction**

- 1.1 This policy sets out procedures for dealing with any complaints that anyone may have about Bingham Town Council's administration and procedures. It applies to the Town Council's employees. The statutory Code of Conduct adopted by the Council covers councillors. Complaints against policy decisions made by the Council shall be referred to the Council (but note paragraph 19 of the Council's Standing Orders in this regard).

#### **2 Oral Complaints**

- 2.1 If a complaint about procedures or administration as practised by the Council's employees is notified orally to a Councillor or the Town Clerk, they should seek to satisfy the complaint fully. If that fails, the complainant should be asked to put the complaint in writing to the Town Clerk and be assured that it will be dealt with promptly after receipt. If the complainant prefers not to put the complaint to the Town Clerk, he or she should be advised to put it to the Town Mayor.

#### **3 Written Complaints**

- 3.1 On receipt of a written complaint, the Town Mayor or the Town Clerk shall try to settle the complaint directly with the complainant, unless the complaint is about the Town Clerk when it shall be referred to the Town Council. No action shall be taken without first notifying the person complained against and giving them the opportunity to comment. The Town Mayor or Town Clerk shall report to the next meeting of the Town Council any written complaint disposed of by direct action with the complainant.
- 3.2 The Town Mayor or Town Clerk shall bring any written complaint that has not been settled to the next meeting of the Town Council. The Town Clerk shall notify the complainant of the date on which the complaint will be considered and the complainant shall be offered the opportunity to explain the complaint orally. (Unless such a matter is related to Grievance, Disciplinary or Standards Board proceedings that are taking, or are likely to take place, when such discussion may prejudice those proceedings and must be deferred until appropriate advice is received).
- 3.3 The Council shall consider whether the circumstances attending any complaint warrant the matter being discussed under Confidential Business but any decision on a complaint shall be announced in open Council. 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.
- 3.4 The Council shall defer dealing with any written complaint only if it is of the opinion that issues of law or practise arise on which advice is necessary. The complaint shall be dealt with at the next Town Council meeting after the advice has been received.
- 3.5 In the event of serial facetious, vexatious or malicious complaints from a member of the public, the Council will consider taking legal advice before writing any letters to the complainant.

This Complaints Policy was considered by Bingham Town Council at its Policy and Resources Committee meeting on 04 June 2019 and approved by the Town Council at its meeting on XX YYYY ZZZZ

Minute Reference:

DRAFT