

# TENBURY TOWN COUNCIL



## COMPLAINTS PROCEDURE

## **1.0 INTRODUCTION**

1.1 **Tenbury Town Council** is committed to providing a quality service for the benefit of the people who live and work in its area or are visitors to the locality. If you are dissatisfied with the service you have received or are unhappy about an action or lack of action, this Complaints Procedure sets out how you may complain to the Council and how we shall resolve your complaint.

1.2 This procedure tells you:

- **The type of complaints that can be addressed using this procedure**
- **How to contact the Council with your complaint**
- **What information you will be asked to provide**
- **What will be done when the complaint is received**

## **2.0 TYPE OF COMPLAINTS ADDRESSED USING THIS PROCEDURE**

2.1 This procedure should be used to address complaints about Council administration and procedures and may include complaints about the way Council employees have dealt with your concerns.

2.2 It is not appropriate to deal with all complaints using this procedure. For example, complaints about financial irregularity, criminal activity, councillor or employee conduct require special consideration or may be subject to other Council or third-party procedures. If your complaint does not fall within the scope of this procedure, please contact the Town Clerk of the Chair of the Council for further advice.

## **3.0 HOW TO CONTACT THE COUNCIL WITH YOUR COMPLAINT**

3.1 You can contact the Town Clerk to advise that you have a complaint as follows:

- By telephone on 01584 810118
- By email to [clerk@tenburytown.org.uk](mailto:clerk@tenburytown.org.uk)
- In writing to Tenbury Town Council, The Pump Rooms, Tenbury Wells, Worcestershire, WR15 8BA.
- In person at the above address on Monday to Friday.

3.2 You can contact the Chair of the Council to advise that you have a complaint as follows:

- In writing to Tenbury Town Council, The Pump Rooms, Tenbury Wells, Worcestershire, WR15 8BA and marked for the attention of the Chair of Tenbury Town Council.

## **4.0 INFORMATION YOU WILL BE ASKED TO PROVIDE**

4.1 You will be asked to provide the Council with:

- Your name and contact details
- Details of your complaint
- Details of any prior contact with the Council about this matter
- An indication of the outcome you are seeking

4.2 Please use the Council's Compliant Report Form when making a compliant under this procedure. This form can be downloaded from the Council's website at [www.tenburytown.org.uk](http://www.tenburytown.org.uk) or will be sent to you by the Town Clerk upon request.

## **5.0 WHAT WILL BE DONE ON RECEIPT OF A COMPLAINT**

5.1 On receiving a completed Complaint Report Form the Council will investigate the matter fully and will obtain further information as required.

5.2 In the first instance, your complaint will be investigated by the Town Clerk. If this is not acceptable, or the Town Clerk does not feel that it is appropriate, the complaint will be investigated by the Chair of the Council. If neither the Town Clerk nor the Chair is in the position to investigate, the complaint will be referred to the relevant Council Member.

5.3 The Town Clerk may be able to give you an answer straight away. If not, the best endeavours will be made to ensure that you will be notified by email, or in writing, of the outcome within 10 working days of receipt of the complaint. If an answer cannot be given within 10 working days, a progress report explaining why additional time to investigate the complaint is required and when you can expect a full answer.

5.4 The Council will be notified of your complaint and any conclusion or on-going progress, as part of the Town Clerk's report at Full Council's next meeting.

5.5 If you are dissatisfied with the outcome of the investigation you may ask for your complaint to be referred to Full Council. If procedures permit, and the information required by the Council is available, the complaint will be heard at the next Full Council meeting. If this is not possible, the complaint will be heard at the following Full Council meeting.

5.6 Where a complaint is referred to the Council, the circumstances of the complaint will be considered and, if necessary, the public and press will be excluded from that part of the agenda under which the matter is discussed. You will be advised of the Council's decision within 5 days of the meeting.

5.7 The decision will be recorded in the minutes of the meeting.

## Tenbury Town Council Complaint Report Form

**Please complete this form when making a complaint to Tenbury Town Council under its Complaints Procedure.**

Name	
Address	
Telephone No	
Email address (optional)	

Provide here the details of your complaint (Continue overleaf if necessary)

Have you spoken to, emailed or written to anyone at the Council about your complaint?	Yes	No
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If Yes, provide their name:

What happened as a result of this contact? (Continue overleaf if necessary)

What would be the best way for the Council to resolve your complaint? (Continue overleaf if necessary)

**Please return this completed form either by post to: The Town Clerk, Tenbury Town Council, The Pump Rooms, off Teme Street, Tenbury Wells, Worcestershire, WR15 8BA or by email to [clerk@tenburytown.org.uk](mailto:clerk@tenburytown.org.uk)**