

## **CALNE TOWN COUNCIL**

### **COMPLAINTS PROCEDURE**

1. This Policy sets out procedures for dealing with any complaints that anyone may have about Calne Town Councils administration and procedures. It applies to Calne Town Councils employees. Complaints about Town Councillors are covered by the Code of Conduct adopted by Calne Town Council on 17 February 2002. Any complaints about Town Councillors should be referred to the Standards Board for England\*.
2. Complaints about policy decisions made by the Council shall be referred back to the Town Council (but note paragraph 20 of the Town Council's Standing Orders which states that issues shall not be re-opened for six months except in certain circumstances).
3. If a complaint about procedures or administration as practised by the Town Councils employees is notified orally to a Councillor or the Town Clerk, s/he 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.
4. If the complainant prefers not to put the complaint to the Town Clerk s/he should be advised to put it to the Town Mayor or any other Town Councillor, who will immediately refer the written complaint to the Town Council's Personnel Sub-committee.
5. On receipt of a written complaint, the Town Clerk shall immediately arrange a meeting of the Personnel Sub-committee to deal with the complaint (except where the complaint is about his or her own actions). The person complained against shall be notified and given an opportunity to comment to the Personnel Sub-committee. Efforts should be made to attempt to settle the complaint at this stage, although the Personnel Sub-committee need to be aware of possible disciplinary, grievance or other employment or legal matters.
6. Where the Town Clerk receives a written complaint about his or her own actions, s/he shall immediately refer the complaint to the Personnel Sub-committee via the Town Mayor. Where the Town Mayor or any other Councillor receives such a written complaint, s/he shall refer it immediately to the Personnel Sub-committee. The Town Clerk shall be notified and given an opportunity to comment. The Personnel Sub-committee shall then proceed as at paragraph 5.
7. The Personnel Sub-committee shall have delegated power to deal with any such complaints to a final conclusion and will invite the complainant to explain the complaint orally at a meeting. The Personnel Sub-committee shall defer dealing with any written complaint only if it is of the opinion that issues of law or practice arise on which advice is necessary. Such a decision and the reason for it will be communicated to the complainant at the earliest opportunity. This is to protect the Town Council in matters of law.
8. As soon as reasonably practicable after the decision has been made, it and the nature of any action to be taken shall be communicated in writing to the complainant.
9. Any complaints received shall be reported to all members of the Town Council at the earliest convenient meeting. The outcomes of the Personnel Sub-committee's consideration of the complaint will also be reported to all members of the Town Council as soon as practicable. These

outcomes will be made public unless employment or legal proceedings are being taken as a result of the complaint, in which case the information will be communicated to members of the Town Council under Exempt Business provisions.

Adopted by Calne Town Council on 6 December 2004

\* The Standards Board for England can be contacted as follows:

1<sup>st</sup> Floor, Cottons Centre, Cottons Lane, London SE1 2QG

Tel: 0800 107 2001

e-mail: [newcomplaints@standardsboard.co.uk](mailto:newcomplaints@standardsboard.co.uk)