

Upton upon Severn Town Council

Complaints Procedure

1. If a complaint about procedures or administration is notified orally to a Local Councillor or to the clerk and they cannot satisfy the complainant fully forthwith, the complainant shall be asked to put the complaint in writing to the Clerk and the complainant assured that it will be dealt with promptly after receipt.
2. If a complainant prefers not to put the complaint to the Clerk, s/he shall be advised to put it to the Town Mayor.
3. On receipt of a written complaint the Clerk or Town Mayor, as the case may be, shall (except where the complaint is about his/her own actions) try to settle the complaint directly with the complainant but shall not do so in respect of a complaint about the behaviour of the Clerk or Councillor without first notifying the person complained of and giving him/her an opportunity for comment on the manner in which it is intended to attempt to settle the complaint.
4. Where the Clerk or Town Mayor receives a written complaint about his or her own actions s/he shall forthwith refer the complaint to the Council.
5. The Clerk or Town Mayor shall report to the next meeting of the Council any written complaint disposed of by direct action with the complainant.
6. The Clerk or Town Mayor shall bring any written complaint which has not been settled to the next meeting of the Council and the Clerk shall notify the complainant of the date on which the complaint will be considered, and the complainant shall be offered an opportunity to explain the complaint orally.
7. The Council shall consider whether the circumstances attending any complaint warrant the matter being discussed in the absence of the press and public as under Standing Order 66 and any decision on a complaint announced at the Council meeting in public shall be a short summary only.
8. 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.
9. The Council shall defer dealing with any written complaint only if it is the opinion that issues of law and practice arise on which advice is necessary from the Association., the Council's solicitor or other appropriate legal bodies. The complaint shall be dealt with at the next meeting after the advice has been received.

Reviewed: Each year during the Annual Meeting of the Town Council