

WEST MOORS TOWN COUNCIL



COMPLAINTS PROCEDURE

Adopted: 23rd July 2009
Last reviewed: 10th September 2020

WEST MOORS TOWN COUNCIL

OUR COMMITMENT TO YOU

The Town Council intends to provide good local services and first class information on other services in the area. *(The Town Council Office is open Monday to Friday 10.00am to 2.00pm, excluding Wednesdays.)* However, if you have a concern about the standard of service, actions or lack of action by the Council or its staff, a complaints procedure has been designed to deal with your concern speedily and fairly.

HOW CAN YOU COMPLAIN?

COMPLAINTS ABOUT AN INDIVIDUAL COUNCIL EMPLOYEE

In writing or in person to:

- The Town Clerk, West Moors Town Council, 4 Park Way, West Moors, BH22 0HL.
Tel: 01202 861044.
Email: office@westmoors-tc.gov.uk
- Or, if your complaint is about the Clerk to the Chairman, marked 'Confidential' to the above address.

Such complaints will then be dealt with as an internal employment matter and any appropriate action taken.

COMPLAINTS ABOUT A COUNCILLOR.

In writing to:

- The Monitoring Officer (Jonathan Mair), Dorset Council, South Walks House, South Walks Road, Dorchester, DT1 1UZ Tel: 01305 251010

Such complaints will be investigated by the Principal Authority

COMPLAINTS ABOUT THE COUNCIL SERVICE, ADMINISTRATION OR PROCEDURES

In writing or in person to:

- The Town Clerk, West Moors Town Council, 4 Park Way, West Moors, BH22 0HL.
Tel: 01202 861044
email: office@westmoors-tc.gov.uk

Such complaints will be handled under the Council's Complaints Procedure.

COMPLAINTS PROCEDURE

The Town Council will:-

- *Deal with your complaint in an understanding and sympathetic way*
- *Acknowledge receipt of your complaint within 2 working days and let you know the name of the person dealing with your complaint.*
- *Respond to all complaints within 15 working days*

WHAT HAPPENS TO MY COMPLAINT?

STAGE 1

The Town Clerk will consider your complaint and hopefully it will be resolved to your satisfaction, either by immediate action or a course of action agreeable to you. If you feel that the complaint cannot be resolved to your satisfaction you can ask the Town Clerk to refer the matter to the Council's Complaints Sub-Committee.

STAGE 2

The Council's Complaints Sub-Committee comprises of three Town Councillors. Your complaint will be considered and investigated by the Sub-Committee. This may involve reviewing the files, correspondence and undertaking interviews as necessary. Once satisfied that a full investigation has taken place, the Sub-Committee will write to you to inform you of the outcome of its findings and action proposed as a result.

Note: The complaints sub-committee will be formed from 6 previously nominated members of the council. The six members will be approved at the Annual Council meeting.

POLICY REVIEW

West Moors Town Council will review this policy as is necessary and appropriate, and at a minimum of every 5 years.