

# Public Document Pack

## SALTASH TOWN COUNCIL

### Minutes of the Meeting of the Policy and Finance Committee held at the Guildhall on Tuesday 10th March 2026 at 6.30 pm

**PRESENT:** Councillors: R Bickford, J Brady, R Bullock, S Gillies, M Johns, S Martin, G McCaw, S Miller, P Nowlan, J Peggs, B Samuels, P Samuels (Chairman), B Stoyel and J Suter (Vice-Chairman).

**ALSO PRESENT:** S Burrows (Town Clerk / RFO), J Hughes (Administration Officer) and W Peters (Finance Officer)

**APOLOGIES:** L Mortimore.

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#### **305/25/26 HEALTH AND SAFETY ANNOUNCEMENTS.**

The Chairman informed those present of the actions required in the event of a fire or emergency.

#### **306/25/26 DECLARATIONS OF INTEREST:**

a. To receive any declarations from Members of any registerable (5A of the Code of Conduct) and/or non-registerable (5B) interests in matters to be considered at this meeting.

<b>Councillor</b>	<b>Agenda Item</b>	<b>Pecuniary/ Non-Pecuniary</b>	<b>Reason</b>	<b>Left Meeting</b>
R Bullock	18a	Non-Pecuniary	Volunteer with Tamar Trotters	Yes
R Bickford	19b	Non-Pecuniary	Saltash Regatta committee member	Yes

b. The Town Clerk to receive written requests for dispensations prior to the start of the meeting for consideration.

None.

**307/25/26 PUBLIC QUESTIONS - A 15-MINUTE PERIOD WHEN MEMBERS OF THE PUBLIC MAY ASK QUESTIONS OF THE TOWN COUNCIL.**

None received.

**308/25/26 TO RECEIVE AND APPROVE THE MINUTES OF THE POLICY AND FINANCE COMMITTEE HELD ON 13 JANUARY 2026 AS A TRUE AND CORRECT RECORD.**

Please see a copy of the minutes on the STC website or request to see a copy at the Guildhall.

Following a vote (12 in favour, 0 against, 2 abstentions), it was proposed by Councillor P Samuels, seconded by Councillor Stoyel and **RESOLVED** that the minutes of the Policy and Finance Committee held on 13 January 2026 were confirmed as a true and correct record.

**309/25/26 TO NOTE THAT ALL ACCOUNTS AND BANK ACCOUNTS ARE RECONCILED UP TO JANUARY 2026.**

It was **RESOLVED** to note.

**310/25/26 TO NOTE THAT PETTY CASH IS RECONCILED UP TO FEBRUARY 2026.**

It was **RESOLVED** to note.

**311/25/26 TO RECEIVE AND NOTE A REPORT ON VAT.**

It was **RESOLVED** to note.

**312/25/26 TO REVIEW THE POLICY AND FINANCE BUSINESS PLAN DELIVERABLES AND CONSIDER ANY ACTIONS AND ASSOCIATED EXPENDITURE.**

It was **RESOLVED** to note.

**313/25/26 TO RECEIVE AND NOTE A REPORT ON INVESTMENTS AND CONSIDER ANY ACTIONS AND ASSOCIATED EXPENDITURE.**

It was **RESOLVED** to note.

**314/25/26** TO NOTE THAT AN AUDIT ON RECENT SUPPLIER PAYMENTS WAS CONDUCTED BY THE CHAIRMAN OF POLICY & FINANCE IN LINE WITH THE COUNCILS FINANCIAL REGULATIONS. THERE ARE NO DISCREPANCIES TO REPORT.

It was **RESOLVED** to note.

**315/25/26** TO RECEIVE THE CURRENT STC COMMITTEE BUDGET STATEMENTS AND CONSIDER ANY ACTIONS AND ASSOCIATED EXPENDITURE.

It was **RESOLVED** to note.

**316/25/26** TO RECEIVE A REPORT FROM THE FINANCE OFFICER AND CONSIDER ANY ACTIONS AND ASSOCIATED EXPENDITURE.

At the invitation of the Chairman, the Finance Officer provided Members an overview of the report contained and circulated in the reports pack.

It was **RESOLVED** to note.

**317/25/26** TO RECEIVE A REPORT ON INSURANCE CLAIMS AND CONSIDER ANY ACTIONS AND ASSOCIATED EXPENDITURE.

It was **RESOLVED** to note.

**318/25/26** TO RECEIVE A REPORT ON THE TOWN COUNCIL FLEET INSURANCE RENEWAL AND CONSIDER ANY ACTIONS AND ASSOCIATED EXPENDITURE

Following a unanimous vote, it was proposed by Councillor P Samuels, seconded by Councillor McCaw and **RESOLVED** to ratify the fleet insurance renewal for 2026/27 by the appointment of James Hallam Brokers working on behalf of the insurer ERS, insuring the Town Council vehicles at a cost of £2,578.88 including taxes and fees, allocated to budget code 6205 PF Insurance.

**319/25/26 TO RECEIVE A REPORT ON ASSERTION 10 COMPLIANCE AND CONSIDER ANY ACTIONS AND ASSOCIATED EXPENDITURE.**

At the invitation of the Chairman, the Town Clerk provided Members with an overview of the report contained and circulated in the reports pack and explained that Assertion 10 was a new requirement in the 2025 Practitioners' Guide for the Annual Governance and Accountability Return (AGAR), focusing on digital governance, data protection, and website accessibility.

The Town Clerk explained that whilst the Town Council is compliant in most areas, the main concern is the website, where PDF documents do not always meet accessibility requirements. In recognition of these, interim measures have been put into place to support those that require assistance.

The Town Clerk advised Members that when they receive their AGAR, a box entitled 'other matters' may contain a comment that they are not fully compliant in view of some of the website accessibility requirements detailed above.

Following a unanimous vote, it was proposed by Councillor P Samuels, seconded by Councillor Nowlan and **RESOLVED:**

1. That the Town Council confirms it has complied with the requirements set out in Assertion 10 of the Annual Governance Statement for the financial year ending 31 March 2026;
2. That it further acknowledges that its website does not fully meet all statutory accessibility requirements, however full compliance is expected to be achieved during 2026;
3. That the accessibility statement accurately sets out the Town Councils current position regarding website accessibility and the support available to assist users;
4. To **RECOMMEND** to Full Town Council on 9 April 2026 to approve the updated IT Policy in accordance with the Assertion 10 requirements, as attached.

**320/25/26 TO CONSIDER RISK MANAGEMENT REPORTS AS MAY BE RECEIVED.**

Nothing to report.

Councillor R Bullock declared an interest in the next agenda item and left the meeting.

**321/25/26 TO CONSIDER COMMUNITY CHEST APPLICATIONS:**

a. CC290 Tramar Totters;

Following a unanimous vote, it was proposed by Councillor Bickford, seconded by Councillor Johns and **RESOLVED** to award £350.

Councillor Bullock was invited and rejoined the meeting.

**322/25/26 TO CONSIDER FESTIVAL FUND APPLICATIONS:**

a. FF132 Saltash May Fair

Following a unanimous vote, it was proposed by Councillor Peggs, seconded by Councillor Stoyel and **RESOLVED** to award £5,000 subject to receipt of the required insurance certificates and quote for storage and sound.

Councillor R Bickford declared an interest in the next agenda item and left the meeting.

b. FF133 Saltash Regatta

Following a vote (12 in favour, 0 against, 1 abstention) it was proposed by Councillor Stoyel, seconded by Councillor B Samuels and **RESOLVED** to award £5,000 subject to receipt of the insurance certificates and the full event management plan.

Councillor Bickford was invited and rejoined the meeting.

**323/25/26 TO RECEIVE A REPORT ON TOWN COUNCIL GRANT FUNDING AND CONSIDER ANY ACTIONS AND ASSOCIATED EXPENDITURE;**

- a. CC285 Oaklands Community Centre;

It was **RESOLVED** to note.

- b. FF131 Christmas Festival 2025;

It was **RESOLVED** to note.

**324/25/26 TO RECEIVE AMENDMENTS TO THE RECEIVING PUBLIC QUESTIONS, REPRESENTATIONS AND EVIDENCE AT MEETINGS PROCEDURE AND CONSIDER ANY ACTIONS.**

The Chairman invited Members to ask questions regarding the proposed amendments to the Receiving Public Questions, Representations and Evidence at Meetings procedure, as set out in the circulated reports pack.

Members discussed the amendments and agreed that they were necessary. However, they expressed concern that the requirement for questions to be submitted five clear working days in advance was too long and would not allow questions to be raised following the publication of an agenda.

Following a unanimous vote, it was proposed by Councillor Martin, seconded by Councillor Brady and resolved to **RECOMMEND** to Full Town Council to approve the Receiving Public Questions, Representations and Evidence at Meetings procedure, as amended and attached.

**325/25/26 TO RECEIVE AN UPDATED REPORT ON TOWN COUNCIL POLICIES AND PROCESSES AND CONSIDER ANY ACTIONS AND ASSOCIATED EXPENDITURE.**

The Chairman gave an overview of the report contained and circulated within the reports pack and explained the proposal to appoint a company to undertake a comprehensive review of all Town Council policies and processes to ensure that they are consistent, providing recommended amendments.

The Town Clerk explained that the quoted cost of £2,800 covered only the first stage of work - reviewing the current governance of the Town Council and providing recommended amendments.

These recommendations would then be reported directly to Full Town Council for consideration, after which Town Council staff would implement any agreed changes with the view to reporting it to the May Annual Town Council Meeting for adoption, to take effect from the start of the new municipal year.

Following a unanimous vote, it was proposed by Councillor Peggs, seconded by Councillor Brady and **RESOLVED:**

1. To appoint Company A to undertake a comprehensive review of all Town Council policies and processes, and to present its recommended amendments directly to Full Council at its meeting on 9 April 2026.
2. At a cost of £2,800 to be allocated to budget code 6273 EMF Legal Fees.
3. To note that the earliest completion date for the full report from Company A is 1 April 2026.

**TO RECEIVE AN UPDATED REPORT ON CIVICA MODERN.GOV AND PHONE INFRASTRUCTURE AND CONSIDER ANY ACTIONS AND ASSOCIATED EXPENDITURE.**

The Chairman informed Members that, following a resolution made at the Policy and Finance Committee meeting on 11 November 2025, updated information has since been received. As a result, it is now proposed that the Town Council does not proceed with that resolution.

The Chairman invited the Town Clerk to provide an overview of the report contained and circulated in the reports pack.

The Town Clerk advised that, following attendance at a recent conference, a number of alternative software packages were identified which appeared to offer improved functionality and better value for money. Officers are currently reviewing these options, with the assistance of Councillors Nowlan and Bickford, and a full report, including costings, will be provided to the Policy and Finance Committee meeting on 12 May 2026.

The Town Clerk further explained that while this review is underway, it will be necessary to continue using Civica and therefore advises that the Town Council commits to a further 12-month contract. This will ensure continuity of service and provide sufficient time to procure and implement an alternative system, should one be approved.

Following a unanimous vote, it was proposed by Councillor Miller, seconded by Councillor Nowlan and **RESOLVED:**

1. To pause Resolution 248/25/26, relating to the phone system, until further findings have been obtained;
2. Not to progress Resolution 247/25/26, relating to the five-year Civica Modern.Gov contract, until further findings have been obtained;
3. To approve the continuation of Civica Modern.Gov for a further 12-months at a cost of £10,877 allocated to budget code 6208 PF Subscriptions;
4. To approve the Administration Department undertaking a full investigation of alternative options to ensure the Town Council secures a solution that delivers improved efficiencies and best value for money.

**327/25/26 TO RECEIVE AND NOTE QUARTERLY REPORTS FOR THE COMMISSIONING OF PROFESSIONAL YOUTH WORK IN SALTASH:**

- a. The Core;

It was **RESOLVED** to note.

- b. Livewire;

It was **RESOLVED** to note.

**328/25/26 TO RECEIVE REPORTS FROM WORKING GROUPS AND OUTSIDE BODIES:**

- a. Neighbourhood Plan Steering Group

Nothing to report.

- b. Saltash Team for Youth

Nothing to report.

- c. Section 106 Panel

Nothing to report.

**329/25/26 PUBLIC BODIES (ADMISSION TO MEETINGS) ACT 1960:**

Following a unanimous vote, it was proposed by Councillor P Samuels, seconded by Councillor Bickford and **RESOLVED** that pursuant to Section 1(2) of the Public Bodies (Admission to meetings) Act 1960 the public and press leave the meeting because of the confidential nature of the business to be transacted and in accordance with Saltash Town Council Standing Orders and Terms of Reference.

The Chairman informed Members that the meeting is now in Part Two.

The Chairman reminded Members that items discussed are of the **strictest confidence** and must **not** be discussed or shared with others.

All Members are subject to GDPR, Data Protection Regulations and the Code of Conduct.

**330/25/26 TO RECEIVE A REPORT ON THE FINDINGS FROM THE APPOINTMENT OF THE LOCAL COUNCIL CONSULTANCY AND CONSIDER ANY ACTIONS AND ASSOCIATED EXPENDITURE.**

Following a unanimous vote, it was proposed by Councillor B Samuels seconded by Councillor Peggs and **RESOLVED**:

1. To note the report from the Working Group;
2. To delegate authority to the Town Clerk to implement the Working Group's recommendations as set out in the confidential report;
3. To **RECOMMEND** to Full Town Council that the current Town Council Complaints and Unreasonable Customer Behaviour Policy be retired;
4. To **RECOMMEND** to Full Town Council that the new draft Complaints Policy, as amended and attached, be approved.

The Chair asked that appreciation be extended to all staff for their sustained support and commitment to the Town Council during this process.

**331/25/26 TO CONSIDER ANY ITEMS REFERRED FROM THE MAIN PART OF THE AGENDA.**

None.

**332/25/26 PUBLIC BODIES (ADMISSION TO MEETINGS) ACT 1960:**

Following a unanimous vote, it was proposed by Councillor P Samuels, seconded by Councillor B Samuels and **RESOLVED** that the public and press be re-admitted to the meeting.

**333/25/26 TO CONFIRM ANY PRESS AND SOCIAL MEDIA RELEASES ASSOCIATED WITH ANY AGREED ACTIONS AND EXPENDITURE OF THE MEETING.**

Following a unanimous vote, it was proposed by Councillor B Samuels, seconded by Councillor Martin and **RESOLVED** to issue a Press and Social Media release for:

1. Community Chest and Festival Fund Awards;
2. Saltash Town Council Accessibility Statement.

**DATE OF NEXT MEETING**

Tuesday 12 May 2026 at 6.30 pm

Rising at: 8.55 pm

Signed: \_\_\_\_\_  
Chairman

Dated: \_\_\_\_\_

APPENDIX C

# IT POLICY

RESPONSIBLE COMMITTEE: POLICY & FINANCE

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This is a policy/procedure document of Saltash Town Council to be followed by both Town Councillors and Employees.

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Current Document Status			
Version	2026	Approved by	
Date		Responsible Officer	
Minute no.		Next review date	Annual or as required

Version History					
Date	Version	Author/ editor	Committee/ date	Minute no.	Notes
02/2026	1	ELS			New policy/Merged Policy Refers to the following policies: - Social Media - Communications Policy & Strategy - Employee Handbook - Data Protection and Retention

Document Retention Period
Until superseded

## **IT Policy**

### **Introduction:**

Saltash Town Council provides IT equipment to both staff and Town Councillors to enable them to carry out their duties effectively in Town Council buildings and when working from home or in the community.

This policy is in two parts – the provision of IT equipment and the individual's responsibilities when using IT.

### **Purpose:**

The purpose of this IT Policy is to establish clear expectations for how Saltash Town Council's IT equipment, systems and digital resources are to be used by Councillors, staff and other authorised users in the course of their duties. The policy aims to ensure that all users understand their responsibilities when accessing or handling council-provided technology, whether on council premises, at home or in the community.

### **Scope:**

This policy sets out the correct, appropriate and expected use and care of Saltash Town Council computing and networking facilities, to ensure safe and reliable operation.

This extends to all IT facilities including software, hardware, staff computers, Town Councillors devices, telephones (mobile and internal) provided and maintained by Saltash Town Council.

This policy supports compliance with Assertion 10 of the Annual Governance and Accountability Return (AGAR), ensuring the Town Council manages digital systems, data, cybersecurity, email, and website accessibility in accordance with statutory requirements.

## **1. Computer Use and Equipment**

Saltash Town Council provides appropriate IT equipment to employees when they begin their employment, and to Town Councillors upon joining the Town Council. Equipment may include laptops, mobile phones, office computers, or memory devices, depending on the requirements of the role. Councillors are offered a council-owned device for business use only, loaned for the duration of their tenure and capable of accessing council emails, information and virtual meetings.

All devices are procured by the Town Council and licensed and managed by the Town Councils IT consultant. Devices are specified to remain fit for purpose throughout their expected period of use.

Employees and Town Councillors use an authority-owned email domain for all official correspondence. Each user is assigned a unique ID and password, with system access permissions configured according to their role, responsibilities, and authorised areas of the IT system.

Upon termination of an Employees contract or Cessation of Service as a Town Councillor, all Town Council owned IT equipment must be returned immediately, and all associated access rights will be removed.

### **1.1 Hardware**

- 1.1.1 Saltash council computer devices and equipment are provided for council purposes only. Devices must not be shared with other family members or loaned to other individuals.
- 1.1.2 Locking computers when leaving desk, all councillors, staff, and other authorised users must lock their computers when leaving their desks to prevent unauthorised access. This applies to all council and personal devices used for work. Failure to comply may lead to disciplinary action.
- 1.1.3 All computer and other electronic equipment supplied should be treated with good care at all times. Computer equipment is expensive, and any damage sustained to any equipment will have a financial impact on the council.
- 1.1.4 Computer and electronic hardware should be kept clean, and every precaution taken to prevent food and drink being dropped or spilled onto it.

1.1.5 Any faults or necessary repairs must be reported to the Town Clerk and the Town Council IT Consultant.

## **1.2 Portable Devices**

1.2.1 Portable equipment includes laptops, mobile and smart phones with email capability and access to the internet.

1.2.2 Council back up procedures specific to portable equipment should be followed at all times. Information must be protected against loss or compromise when working remotely.

1.2.3 All portable equipment should be stored safely and securely when not in use in the office. They should not be left unattended in public places and not left in sight in a car.

1.2.4 Employees that work remotely must enable a two-factor authentication application (Duo Mobile) on their Town Council/Personal Mobile to access a secure connection when working remotely. Any associated cost is covered by the employer not the employee.

1.2.5 Saltash Town Council has adopted the use of a Mobile Device management (MDM) System to streamline the usage of Town Council issued mobile devices to protect the data of the user and the Town Council. Employees issued with a work phone should ensure it is always switched on during work hours.

## **1.3 Responsibility for Loss or Damaged Equipment**

1.3.1 Employee Responsibility:

- Employees are expected to take reasonable care of the equipment assigned to them.
- Any loss or damage to Town Council equipment must be reported immediately to the Line Manager.
- At the end of the device's lifecycle, all data will be securely erased, and the device will be recycled.
- Employees will be responsible for the repair / replacement of Town Council equipment if the damage or loss is due to negligence, misuse, or failure to follow proper handling and maintenance guidelines.

- In the event of loss or damage Saltash Town Council reserves the right to cover only part or none of the costs for damage or repairs. Please refer to **Appendix B** for the process for reporting loss or damage.

#### 1.3.1 Town Councillor Responsibility:

- Town Councillors are expected to take reasonable care of the equipment assigned to them.
- Any loss or damage to Saltash Town Council equipment must be reported immediately to the Town Clerk or in their absence the Office Manager / Assistant to the Town Clerk.
- At the end of the device's lifecycle, all data will be securely erased, and the device will be recycled.
- Town Councillors will be responsible for repair or replacement costs if the damage or loss is due to negligence, misuse, or failure to follow proper handling and maintenance guidelines.
- In the event of loss or damage Saltash Town Council reserves the right to cover only part or none of the costs for damage or repairs. Please refer to **Appendix B** for the process for reporting loss or damage.

#### 1.3.2 Consequences for Non-Compliance:

- Employees who fail to report damage, misuse, or loss of equipment in a timely manner may be subject to disciplinary action.
- In cases of repeated negligence or intentional damage, Saltash Town Council may seek to recover the costs of repair or replacement.

## **2. Health and Safety**

- 2.1 Councillors, staff and other authorised users who work in council offices will be provided with an appropriate workstation and undertake regular DSE reviews to ensure
- 2.2 The council has a duty to ensure that regular appropriate eye tests, carried out by a competent person, are offered to employees using display screen equipment. Further details are set out in the councils Employee Handbook.
- 2.3 Any VDU user who feels that their workstation requires changes to make it compliant must speak to their line manager.
- 2.4 If any hazards are detected at a workstation, including 'noises' from the IT equipment, this should be reported immediately to the IT Consultant.

## **3. Internet, Teams and Official Email Protocol**

### **3.1 Internet, Teams and Email Conditions of Use**

Use of STC internet, Teams and email is intended for business use. Personal use is not permitted, and all individuals are accountable for their actions on the internet, Teams and email systems.

Individuals must not:

- Use the internet, Teams or email for purposes of harassment or abuse.
- Use profanity, obscenities or derogatory remarks in communications.
- Access, download, send or receive any data (including images), which STC considers offensive in any way, including sexually explicit, discriminatory, defamatory or libellous material.
- Use the internet, Teams or email to make personal gains or conduct a personal business.
- Use the internet or email to gamble.
- Use the emails systems in a way that could affect its reliability or effectiveness, for example distributing chain letters or spam.
- All users must use the council's generic functional email accounts where applicable.

- Personal email accounts must never be used for council business under any circumstances.
- Place any information on the Internet that relates to STC, alter any information about it, or express any opinion about STC, unless they are specifically authorised to do this.
- Send unprotected sensitive or confidential information externally.
- Forward STC mail to personal (non-STC) email accounts.
- Make official commitments through the internet, Teams or email on behalf of STC unless authorised to do so.
- Download copyrighted material such as music media (MP3) files, film and video files (not an exhaustive list) without appropriate approval.
- In any way infringe any copyright, database rights, trademarks or other intellectual property.
- Download any software from the internet without prior approval of the IT Consultant.

### **3.2 Official Email Protocol**

- 3.2.1 Employees: Emails must not be opened on a non STC device. Any employee who opens STC emails or data on a personal device unless they have prior and exceptional written permission from their line manager may be subject to disciplinary action.
- 3.2.2 Personal email accounts must not be accessed on Council-owned devices, nor used for conducting any Town Council business.
- 3.2.3 Town Council email facilities are intended to promote effective and speedy communication on work-related matters. Although we encourage the use of email, it can be risky.
- 3.2.4 Councillors, staff, and other authorised users need to be careful not to introduce viruses onto council systems and should take proper account of the security advice.
- 3.2.5 On occasion, it will be quicker to action an issue by telephone or face to face, rather than via protracted email chains. Emails should not be used as a substitute for face to face or telephone conversations. Councillors, staff, and

other authorised users are expected to decide which is the optimum channel of communication to complete their tasks quickly and effectively.

- 3.2.6 These rules are designed to minimise the legal risks run when using email at work and to guide councillors, staff, and other authorised users as to what may and may not be done. If there is something which is not covered in the policy, councillors, staff, and other authorised users should ask Saltash Town Councils IT Consultant rather than assuming they know the right answer.
- 3.2.7 All councillors, staff, and other authorised users who need to use email as part of their role will be given their own council email address and account. The council may, at any time, withdraw email access, should it feel that this is no longer necessary for the role or that the system is being abused.
- 3.2.8 Email messages sent on the council's account are for council use only. Personal use is not permitted.
- 3.2.9 All email use must comply with relevant legislation including data protection (UK GDPR), computer misuse laws and council policies
- 3.2.10 Email communications cannot be guaranteed as private. The Town Council reserves the right to access, intercept or monitor email usage at any time to ensure compliance with policy, data protection and security requirements.

#### **4. Website Standards and Accessibility (WCAG 2.2)**

- 4.1 Saltash Town Council is committed to providing a website that is accessible, in accordance with the Public Sector Bodies (Website and Mobile Applications) (No.2) Accessibility Regulations 2018.
- 4.2 While Saltash Town Council is not yet able to meet all accessibility requirements for its website, compliance will be achieved from 2026. In the meantime, where an accessible version of a document is required, members of the public are asked to contact the Council office so that an accessible format can be provided.
- 4.3 The Town Council will maintain an up-to-date Accessibility Statement as required by law.
- 4.4 The Town Council recognises that the website is currently partially compliant with WCAG 2.2 AA Standard and shall take reasonable and proportionate measures to achieve and maintain compliance.

- 4.5 The Town Council shall work to ensure that its website is accessible from multiple devices and formats, including desktop, mobile and text-only formats.
- 4.6 Accessibility shall be considered when implementing website changes, upgrades, new functionality and content.
- 4.7 The website shall support user adjustment of font size, colour contrast, and display settings using standard browser and device functionality.
- 4.8 The Town Council shall provide information and documents in alternative accessible formats upon request to the Town Clerk.
- 4.9 The Town Council shall periodically review website accessibility and identify areas for improvement.
- 4.10 Users shall be able to report accessibility issues by contacting the Town Council Office.
- 4.11 Accessibility compliance is subject to oversight by the Equality and Human Rights Commission (EHRC).
- 4.12 The Town Council will ensure all legally required information is published on its website, including FOI publications and Transparency Code items.

## **5. Cybersecurity Basics**

Virus detection is installed and managed centrally by the IT Consultant. Individuals must not remove or disable anti-virus software or attempt to remove virus infected files. These should be immediately referred to the IT Consultant via the helpdesk.

### **5.1 All authorised users of Saltash Town Council computing facilities and network must ensure that:**

- Any breaches or suspected security incidents concerning the Town Council network or computing facilities must be reported immediately.
- Passwords, PINs or any other unique authentication credentials should not be disclosed to anyone under any circumstances.
- Passwords, PINs or any other unique authentication credentials should not be written down anywhere.

- You should change your password immediately if you believe it may have been compromised.
- Always 'screen lock' any device when leaving it unattended.
- Never attempt to perform any unauthorised changes to STC IT systems.
- All data held on STC systems may be subject to Freedom of Information or Subject Access Requests. For this reason, personal use of STC computing and network facilities cannot be deemed to be private.
- Do not use or attempt to use another individual's account.
- Never exceed the limits of your authorisation or specific business need by attempting to access systems or information that you do not need in order to carry out your role. A deliberate and intentional attempt to access unauthorised resources breaches the Computer Misuse Act 1990.
- If you believe you have mistakenly been granted access to IT systems, information or resources which are not appropriate or authorised by you, this should be immediately reported as a possible incident. Under no circumstances should you attempt to further access the information/resources.
- Do not facilitate or attempt to facilitate access for anyone who is not authorised to access specific information or systems.
- Never copy, store or transfer data or software owned by STC to any unmanaged device without the explicit written consent of the asset owner.
- Your login ID identifies you as an individual and holds you directly accountable for all actions which take place under your credentials. A logged in session should not be shared with anyone else.
- All users must complete regular cybersecurity awareness training.
- The Council shall periodically review cyber security arrangements and implement improvements where reasonably practicable.
- All councillors and staff must complete periodic data protection and cybersecurity training.

## **6. Social Media Use and Boundaries**

Refer to Saltash Town Councils Social Media Policy and Communications Policy and Strategy.

## **7. Data Protection, Retention, Storage and GDPR Compliance**

Refer to Saltash Town Councils Data Protection and Retention Policies.

- 7.1 Legal Compliance – All personal data must be processed in line with the UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018.
- 7.2 Secure Storage – Personal and confidential data must be stored securely, with access restricted to authorised personnel only, granted on a need-to-know basis.
- 7.3 Security Measures – Systems must use strong passwords, multi-factor authentication where available, up to date software, anti-malware protection, and secure, regularly tested backups.
- 7.4 Secure Handling – Sensitive or confidential data must be transmitted and shared using approved methods and securely destroyed when no longer needed.
- 7.5 Data Retention – Data must be retained according to Saltash Town Councils Data Protection and Retention Policy and securely deleted when no longer required.

## **8. Remote Working**

Refer to 1.2 Portable Devices, 3.2 Official Email Protocol and the Employee Handbook.

## **9. Monitoring**

- 9.1 The council reserves the right to monitor and maintain logs of computer usage and inspect any files stored on its network, servers, computers, or associated technology to ensure compliance with this policy as well as relevant legislation. Internet, email, and computer usage is continually monitored as part of the council's protection against computer viruses, ongoing maintenance of the system, and when investigating faults.
- 9.2 The council will monitor the use of electronic communications and use of the internet in line with the Investigatory Powers Regulations 2018.
- 9.3 Monitoring of an employee's email and/or internet use will be conducted in accordance with an impact assessment that the council has carried out to ensure that monitoring is necessary and proportionate. Monitoring is in the council's legitimate interests and is to ensure that this policy is being complied with.
- 9.4 The information obtained through monitoring may be shared internally, including with relevant councillors and IT staff if access to the data is necessary for performance of their roles. The information may also be shared with external HR or legal advisers for the purposes of seeking professional advice. Any external advisers will have appropriate data protection policies and protocols in place.
- 9.5 The information gathered through monitoring will be retained only long enough for any breach of this policy to come to light and for any investigation to be conducted.
- 9.6 Councillors, staff, and other authorised users have a number of rights in relation to their data, including the right to make a subject access request and the right to have data rectified or erased in some circumstances. You can find further details of these rights and how to exercise them in the council's data protection policy.
- 9.7 Such monitoring and the retrieval of the content of any messages may be for the purposes of checking whether the use of the system is legitimate, to find lost messages or to retrieve messages lost due to computer failure, to assist in the investigation of wrongful acts, or to comply with any legal obligation.
- 9.8 The council reserves the right to inspect all files stored on its computer systems in order to assure compliance with this policy. The council also reserves the right to monitor the types of sites being accessed and the extent and frequency

of use of the internet at any time, both inside and outside of working hours to ensure that the system is not being abused and to protect the council from potential damage or disrepute.

9.9 Any use that the council considers to be 'improper', either in terms of the content or the amount of time spent on this, may result in disciplinary proceedings.

9.10 All computers will be periodically checked and scanned for unauthorised programmes and viruses.

## **10. Misuse**

Misuse of IT systems and equipment is not in line with the council's standards of conduct and will be taken seriously. Any inappropriate or unauthorised use may lead to formal action, including disciplinary proceedings or, in serious cases, dismissal.

## **11. Related Policies**

This policy should be read in conjunction with the following:

Information and Data Protection Policy

Management of Transferable Data Policy

UK GDPR and Freedom of Information Act 2000

Data Protection Act 2018

Computer Misuse Act 1990

Members of staff should also refer to the Employee Handbook

Equality and Diversity Policy

Accessibility regulations 2018

Equality Act 2010

WCAG 2.1 AA Minimum – moving to WCAG 2.2

Saltash Town Council Employee Handbook

Saltash Town Council Social Media Policy

Saltash Town Council Communications Policy and Strategy

Saltash Town Council Data Protection and Retention Policies

## **Appendix A**

### **IT Equipment Collection Form**

Name:	Position:
Device:	Model:
Asset Number:	Serial Number:
Condition: <ul style="list-style-type: none"><li>• New</li><li>• Very Good</li><li>• Good</li><li>• Satisfactory</li></ul>	Accessories: <ul style="list-style-type: none"><li>• Wireless mouse</li><li>• Laptop case</li><li>• Charging lead</li></ul>
Details of any concerns with condition:	
Signatory:	
Date:	
Received By:	
Signature of Receiver:	
Date:	

I have read and agree to abide by the Provision of IT and Acceptable Use Policy.

I acknowledge that this device is the property of Saltash Town Council and should be returned immediately if I cease to be a Town Councillor.

I understand that any data on this device may be subject to release under the Freedom of Information Act 2000 and is subject to UK GDPR.

I acknowledge that I am responsible for repair or replacement costs if the damage or loss is due to negligence, misuse, or failure to follow proper handling and maintenance guidelines.

Saltash Town Council reserves the discretion to determine whether misuse, loss, or damage has occurred and retains the right to cover only a portion or none of the costs for repairing or replacing Saltash Town Council property in such cases.

In the event of loss or damage please report to the Office Manager / Assistant to the Town Clerk.

### **IT Equipment Return Form**

Name:	Position:
Device:	Model:
Asset Number:	Serial Number:
Condition: <ul style="list-style-type: none"> <li>• Excellent</li> <li>• Good</li> <li>• Fair</li> <li>• Poor</li> <li>• Damaged</li> </ul>	Accessories: <ul style="list-style-type: none"> <li>• Wireless mouse</li> <li>• Laptop case</li> <li>• Charging lead</li> </ul>
If condition is poor / damaged please provide further information:	
Signatory:	
Date:	
Issued By:	
Signature of Issuer:	
Date:	

The Town Council reserves the discretion to determine whether misuse, loss, or damage has occurred and retains the right to cover only a portion or none of the costs for repairing or replacing Saltash Town Council property in such cases.

## Appendix B

### **IT Equipment Incident Report Form**

If Town Council equipment is lost, damaged or stolen please complete this form and return to the Office Manager / Assistant to the Town Clerk.

#### **Information – To be completed by the Employee / Town Councillor**

Name:
Department:
Position:

#### **Incident Details**

Date of Incident:
Time of Incident (if known):
Location of Incident:
Type of Equipment (Laptop, Phone, Tablet, etc.):
Asset Tag/Serial Number (if applicable):
Equipment Description (Brand, Model, Accessories, etc.):
Description of Incident: (Provide a brief explanation of how the incident occurred, including any relevant details such as witnesses, circumstances, or evidence.)

#### **Action Taken**

Was the incident reported to the police?  Yes  No

If yes, provide the police report reference number:

Have IT been notified?  Yes  No

Any additional steps taken:

**Employee / Town Councillor Acknowledgement**

I confirm that the information provided is accurate to the best of my knowledge.

Signature:

Date:

**For Office Use Only**

Report Received By:

Date Received:

Action Taken:

Further Investigation Required:  Yes  No

Replacement/Recovery Plan:

# Receiving Public Questions, Representations and Evidence at Meetings

RESPONSIBLE COMMITTEE: P&F

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This is a policy/procedure document of Saltash Town Council to be followed by both Councillors and Employees.

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<b>Current Document Status</b>			
<b>Version</b>	2025/26	<b>Approved by</b>	FTC
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<b>Version History</b>					
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04.2018	1	AJT	P&R 10.04.2018	07/18/19g	New
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06.2021	2	AJT	FTC 03.06.2021	74/21/22p	Readopted – new council
05.2022	2/2022	AJT	ATM 05.05.2022	54/22/23b(xvii)	Reviewed for reapproval
06.2022	3/2022	AJT	FTC 04.08.2023	151/22/23a	Revised to include Planning & Licensing Committee amendments; amended deadline for questions to be received
05.2023	2023	AJT	ATM 04.05.2023	65/23/24c(xiii)	Readopted

02.2024	2024 DRAFT	AJT	P&F 27.02.2024	156/23/24c(14)	Reviewed for recommendation to FTC 03.2024
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05.2024	2024	SB	ATM 02.05.2024	64/24/25c(12)	Readopted
02.2025	2025	LW	P&F 11.03.2025	164/24/25c(13)	Recommendation to FTC 03.04.2025 with additional amendments made at the meeting.
04.2025	2025	LW	FTC 03.04.2025	05/25/26a(13)	Approved with additional amendments made at the meeting.

<b>Document Retention Period</b>
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Until superseded
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## **Receiving public questions, representations and evidence at meetings**

### **Introduction**

Members of the public have a legal right to attend decision making meetings of the Town and its Committees, except where they are excluded for specific items which need to be discussed in confidence (e.g. staffing matters or tenders for contracts). A period of fifteen minutes will be designated for public participation at a meeting and this session is recorded in the minutes of the meeting.

**Saltash Town Council encourages members of the public to submit a public question in accordance with its procedure. However, the Town Council respectfully asks the public to recognise that while Town Council meetings are open for the public to attend, they are not public meetings.**

### **Submission of Questions, Representations and Evidence**

Questions, **representations and evidence** must be submitted in writing using the form provided (refer to Appendix A) **no later than ~~12 noon the day~~ three working days before the meeting** either by email to [enquiries@saltash.gov.uk](mailto:enquiries@saltash.gov.uk) or sent to The Guildhall, 12 Lower Fore Street, Saltash PL12 6JX.

**For example; a meeting of the Town Council will be held on 5 March 2026, with submissions due by 2 March 2026.**

No person may submit more than one question to a meeting and no more than one question may be asked on behalf of an organisation. **No member of the public may speak for longer than three minutes and must only ask their question including representations and evidence as submitted.**

**Members of the public are welcome to submit questions in accordance with the Town Council's adopted procedures. However, if any individual fails to follow these procedures or behaves in a manner that is disrespectful, disruptive, or outside the scope of the rules, the Chairman of the meeting will stop the submission and may direct that the question is not heard.**

**Public questions, representations and evidence will be published in the reports pack for Members' consideration and will be available to the public.** Any questions submitted after the deadline will be referred to the next meeting.

Anonymous questions will not be answered.

### **Order of Questions**

Questions will be taken in the order in which notice was received but the Chairman of the meeting may group together similar questions. Where the enquirer is unable to be present their question will be read out by the **Chairman.** ~~Town Clerk.~~

All questions shall be put to the Chairman and no member of the public may speak for longer than three minutes. **You can only ask your question including representations and evidence as submitted;** you cannot change the question or give further information. Supplementary questions may be allowed at the discretion of the Chairman **but is limited to two minutes,** and must relate to your original question or the reply. Only one person is permitted to speak at a time. If more than one person wants to speak, the Chairman shall direct in which order this will be.

A public question shall not start a debate at the meeting.

### **Scope of Questions**

Questions must relate to a matter to which the Town Council has powers or duties or which affect the town of Saltash. Questions will not be allowed on matters which have previously been determined.

The Town Clerk as the Proper Officer will reject a question if:

- It is beyond the legal powers of the Town Council.
- **Requires the disclosure of confidential information.**
- The Town Clerk will inform the Chairman of the Town Council or relevant Committee of the reason(s) why.
- The Town Clerk will inform the person that submitted a public question of the reason(s) for rejection.

The Chairman of the meeting will reject a question if it:

- Is not about a matter for which the Town Council has a responsibility, or which affects the town of Saltash.
- Is defamatory, frivolous or offensive.
- ~~Requires the disclosure of confidential information.~~
- Is the same, or substantially the same question as one asked in the previous six months.

### **Response to Questions**

Questions may be answered by the Chairman, Deputy Chairman, Town Councillors or the Town Clerk and will be dealt with in one of the following ways:

- A verbal response may be made at the meeting.
- The Town Clerk will be asked to respond in writing.
- The Town Council may decide to place the item on an agenda for a future meeting (or refer it to a Committee) for further consideration.
- Where the enquirer was not present at the meeting a copy of the response will be provided if made at the meeting.

### **Procedure in respect of planning applications**

Members of the public wishing to speak about a planning application must submit in writing using the form provided (refer to Appendix A) **no later than ~~12 noon the day~~ three working days before the meeting** where the application will be considered.

The Chairman will introduce the application and invite speakers in the following order:

- The applicant or their agent
- Objector
- Supporter
- Ward Members

Following this, Members of the Committee may debate and will then vote on the application.

Where more than one objector/supporter has registered to speak, the first received will be permitted to speak. Where there are number of interested parties in an application, they are advised to coordinate their response and nominate a speaker.

### **Time Limits**

Each public speaker has a time limit of three minutes to make their representation. At the discretion of the Chairman and with the approval of Members, a further two minutes may be permitted where new information is available.

### **Protocol**

Members of the public should not interrupt other speakers or the Committee debate. Where Members of the Committee ask questions of a public speaker this does not entitle them to participate in the debate.

All speakers must respect the Chairman and respond to instructions accordingly.

Speakers should restrict their comments to material planning considerations only.

**Please note that offensive or threatening behaviour will not be tolerated. If a member of the public interrupts the proceedings of any meeting the Town Council reserves the right to curtail the contribution of that person and exclude a disorderly person or clear the public gallery.**

### **What to expect on the night:**

A handout available on the public gallery chairs to include the below information, that explains the process on the night:

'Welcome to Saltash Town Council and thank you for submitting a public question, the following is guidance when asked to speak in the meeting.

All questions shall be put to the Chairman and no member of the public may speak for longer than three minutes.

Please only ask your question **including representation and evidence as submitted** when directed by the Chairman. ~~You can only ask your question as submitted~~; you cannot change the question, **representations, evidence** or give further information.

Supplementary questions may be allowed at the discretion of the Chairman but must relate to your original question or the reply.

~~Any evidence or representation submitted along with the question will have been published in the report pack and as such, you can assume members will have read it.~~

Only one person is permitted to speak at a time. If more than one person wants to speak, the Chairman shall direct in which order this will be.

We appreciate your co-operation'.

## Appendix A

### Submission of Questions, Representation and Evidence Form

Questions, **representations and evidence** must be submitted in writing using the form provided ~~no later than 12 noon the day~~ **three working days before the meeting** either by email to enquiries@saltash.gov.uk or sent to The Guildhall, 12 Lower Fore Street, Saltash PL12 6JX.

<b>Name:</b>  <b>Address:</b>  <b>Contact details:</b>	<b>Date of submission:</b>
<b>Do you give consent for your personal details to be published and made available in the public domain, please circle below:</b>  <b>Yes or No</b>	
<b>Are you attending the meeting in person to ask your question, please circle below:</b>  Yes or No	
<b>If your question relates to a Planning or Licensing Application, please confirm the application number, name, address and whether you support or object.</b> <b>No member of the public may speak for longer than three minutes:</b>	

**Question, Representations and Evidence:**

~~Write your question only, clearly and concisely, no person may submit more than one question, and no member of the public may speak for longer than 3 minutes.~~

A question must be submitted in a clear and concise manner and may include representations and supporting evidence. Each person may submit only one question. No member of the public may speak for longer than three minutes.

**Representations and Evidence:**

~~Add representations/evidence to support your question.~~

# Complaints Policy

RESPONSIBLE COMMITTEE: POLICY & FINANCE

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This is a policy/procedure document of Saltash Town Council to be followed by both Council Members and Employees.

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**Current Document Status**

<b>Version</b>		<b>Approved by</b>	
<b>Date</b>		<b>Responsible Officer</b>	
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26.2.26	V1	DJ	10.03.26 P&F		

**Document Retention Period**

Until superseded

## 1. Introduction

The Town Council recognises that it is not within the jurisdiction of the Local Government Ombudsman, but has adopted this Code to ensure that all complaints are thoroughly and properly considered.

All complaints must be submitted using the Town Council's Complaint Forms (see Appendix A and B) and addressed to the Town Council. This ensures the matter is handled promptly by an officer and helps maintain public confidence.

A complaint is defined as an expression of dissatisfaction about the Town Council's action or lack of action, or about the standard of a service, whether the action was taken, or the service provided, by the Town Council itself or by a person or body acting on its behalf.

Complainant information will be handled confidentially and only shared where necessary to investigate the complaint.

A fair and courteous response will be provided in all cases, and a full and proper investigation may be undertaken to establish all relevant facts.

Members of the Town Council who receive a complaint should inform the complainant that their concern has been forwarded to the appropriate Town Council officer or Town Clerk in accordance with the Complaints Policy, and that an officer will be in contact.

The Town Council invests in staff training and development and recognises its officers as competent and authorised to respond to complaints on its behalf. The Town Council supports officers in carrying out this responsibility and will uphold their responses unless there is evidence that a review is required.

The Town Council does not consider **formal** complaints against councillors. Such complaints must be made in accordance with the Town Council's adopted Code of Conduct and are dealt with by Cornwall Council's Monitoring Officer.

Complaints regarding Town Council staff should be marked 'Private and Confidential' and sent directly to the Town Clerk.

Complaints regarding the Town Clerk should be marked 'Private and Confidential' and sent directly to the Chair of the Town Council and the Chair of the Personnel Committee.

## 2. Types of Complaint

The Town Council will not acknowledge or consider any complaint or escalated complaint that is submitted anonymously or that fails to demonstrate civility and respect towards the Town Council or its staff, including the Town Clerk.

A complaint about the Town Council must:

- Be submitted using the Town Council Complaint Form (see Appendix A)
- Be addressed to The Guildhall, c/o the Chair and Vice Chair of the Town Council and submitted by post, or
- Be addressed to the Chair and Vice Chair of the Town Council and submitted by email to: [enquiries@saltash.gov.uk](mailto:enquiries@saltash.gov.uk)

Complaints Concerning Town Council Staff:

A complaint about any member of Town Council staff must:

- Be submitted using the Town Council Complaint Form (see Appendix B)
- Be addressed to the Town Clerk, marked 'Private and Confidential', and sent directly to the Guildhall by post or by email to [townclerk@saltash.gov.uk](mailto:townclerk@saltash.gov.uk)

Complaints Concerning the Town Clerk:

A complaint about the Town Clerk must:

- Be submitted using the Town Council Complaint Form (see Appendix B)
- Be addressed to the Chair of the Town Council and the Chair of the Personnel Committee, marked 'Private and Confidential', and sent directly to the Guildhall by post or by contacting the Guildhall for the correct email addresses.

### Complaint

The Town Council will aim to resolve all complaints **informally** within 10 working days.

The officer who receives the complaint will assess the issue and seek to resolve it, keeping a record of all communication and actions taken.

The Town Council authorises officers to carry out this responsibility on its behalf and supports staff in listening to and noting the views of the complainant.

If the matter is serious, or cannot be resolved **informally**, it will be escalated. **to the formal complaints process.**

## Escalated Complaint

The Town Council will aim to resolve all **escalated** ~~formal~~ complaints within 40 working days.

Complainants will receive progress updates during the investigation of their complaint, except where the complaint relates to the Town Clerk or another member of staff. In such cases, updates may be limited to respect employment rights and the confidentiality to which all employees are entitled.

Complaints about a lack of action or the standard of a service, whether delivered directly by the Town Council or by an organisation acting on its behalf, will be referred to the relevant departmental manager for investigation and response, and if necessary, the Town Clerk.

Complaints concerning the Town Council's activities or decisions will be referred to the Town Clerk. The Town Clerk, along with the Chair and Vice Chair of the Town Council, will jointly consider the complaint and will either seek to resolve the issue or provide a clear explanation of the background and rationale for the decision.

If the Town Clerk, Chair, and Vice Chair are unable to resolve the matter, they may refer the complaint to the appropriate committee or to the Full Town Council for further consideration.

The Policy and Finance Committee will receive the complaint reporting log every six months. All information will be processed and reported in accordance with GDPR requirements and used to support learning and service improvement.

## 3. Complaints Procedure

### Stage 1

In order to raise a complaint, we encourage you to contact us **informally** in the first instance.

Saltash Town Council  
The Guildhall  
12 Lower Fore Street  
Saltash  
Cornwall  
PL12 6JX

Telephone: 01752 844846, or  
Email: [enquiries@saltash.gov.uk](mailto:enquiries@saltash.gov.uk)

Upon receiving a complaint, an officer will first seek to resolve the matter immediately by establishing whether relevant policies, procedures, and legislation have been followed, and ensuring that the complainant has not been unfairly disadvantaged.

If the complaint cannot be resolved immediately as a **an informal** complaint, the officer will refer the complainant to Appendix A and:

- Send an acknowledgement within 10 working days, confirming who is dealing with the complaint and providing an expected timescale for a full response.
- Send the complaint to the Town Clerk to be reviewed under **escalated complaints** **Stage 2** where a response will be received within 40 working days, or, if this is not possible, explain the reason for the delay and give a revised timescale.
- Correct any error or mistake identified during the investigation by following the correct procedure.

If the complainant is satisfied with the outcome, the case will be closed. A non-identifiable summary will then be added to the complaints recording log for learning and service improvement. The log is reported to the Policy and Finance Committee every six months.

#### **Stage 2 Escalated Complaint**

If the complainant is dissatisfied with the Town Council response ~~at Stage 1~~ and advises accordingly, **Stage 2** **the escalated complaint** ~~of the complainant's~~ procedure is triggered.

- The Town Clerk will acknowledge the **escalated complaint** **Stage 2** request within 10 working days.
- The Town Clerk will investigate the complaint and report the findings to the Chair and Vice Chair of the Town Council. The complainant will be advised of the Town Council's decision within 40 working days, or if this is not possible updated on any delays, the reasons for them, and the revised timescale for a full response.
- The decision reached ~~at Stage 2~~ is final and will be upheld by the Town Council as the Corporate Body.

## **Vexatious Complaints**

A complainant may be considered vexatious when they persist unreasonably with their complaints or submit complaints with the intention of disrupting or inconveniencing the Town Council rather than seeking a genuine resolution. This may include, but is not limited to:

- Repeatedly raising the same or very similar issues after they have been addressed;
- Making serial complaints about a range of unrelated matters;
- Demonstrating unreasonable persistence, volume, or manner that goes beyond what is proportionate.

If such behaviour begins to impact the Town Council's ability to carry out its work or provide services to the wider community, the Town Council may modify how it handles further contact. This may include not acknowledging or responding to further vexatious correspondence. However, all communications will still be reviewed and logged to ensure that no new or significant information has been provided.

Where a complainant is formally classified as vexatious, they will be notified in writing, including an explanation of the reasons for the decision and the length of time the classification will remain in place.

Should a vexatious complainant raise a new complaint about a genuinely new issue, this will be considered on its own merits.

The decision to classify a complainant as vexatious will be made jointly by the Town Clerk, the Chair and the Vice Chair of the Town Council together with the Chair and Vice Chair of Policy and Finance. This group has been given the delegated authority to act on behalf of the Town Council and will review the behaviour and circumstances leading to the concern, ensuring that the decision is fair, proportionate, and based on clear evidence. The outcome will be confirmed in writing to the complainant, including the reasons for the decision and the duration of the classification and recorded on the complaint reporting log received at a Policy and Finance Committee meeting.

#### 4. **Formal** Complaints about the Town Clerk or staff

**An escalated formal** complaint is a serious matter. Any complaint involving the Town Clerk or a member of staff may result in disciplinary action and, in cases of gross misconduct, could lead to dismissal from the Town Council's employment.

To comply with employment law and to protect the confidentiality to which all employees are entitled, the Town Council will not, under any circumstances, enter into correspondence or discussion with a complainant about any formal or informal action taken in relation to the Town Clerk or staff.

##### Submitting a Complaint About a Staff Member:

**Formal** Complaints about a Town Council staff member must be submitted in writing by completing the Complaint Form (see Appendix B). The completed form should be addressed to the Town Clerk. The form must be marked "Private and Confidential" and sent directly to the Guildhall either by post or by email to [townclerk@saltash.gov.uk](mailto:townclerk@saltash.gov.uk)

Complaints concerning staff may be referred to the appropriate Manager and will be dealt with in accordance with employment law and the Town Council's employment procedures.

##### Submitting a Complaint About the Town Clerk:

**Formal** Complaints about the Town Clerk must be submitted in writing by completing the Complaint Form (see Appendix B). The completed form should be addressed to both the Chair of the Town Council and the Chair of the Personnel Committee, marked "Private and Confidential", and sent directly to the Guildhall by post, or by contacting the Guildhall for the correct email addresses.

Complaints involving the Town Clerk will be referred to the Personnel Committee, which will seek any necessary support or advice and will handle the matter in accordance with the Town Council's employment procedures and employment law.

## 5. Unreasonable Behaviour

The Town Council is committed to ensuring that all complainants are treated fairly, respectfully, and professionally. In return, the same standard of behaviour from those who contact or interact with the Town Council and its staff is expected.

The Town Council will not tolerate unreasonable behaviour, including:

**Aggression:** any intimidating, hostile, or physically threatening conduct toward the Town Council and staff.

**Abusive or offensive language:** including shouting, swearing, derogatory remarks, or discriminatory comments.

**Threats:** any behaviour that implies harm, intimidation, or harassment, whether explicit or implied.

**Repeated or excessive contact outside office hours:** staff are not required to respond when off duty and are not representing the Town Council unless wearing official Saltash Town Council identification (e.g., STC lanyard, uniform).

Where unreasonable behaviour occurs, the Town Council may take appropriate action to protect its employees, including restricting contact, setting communication boundaries, or in serious cases, involving the relevant authorities.

## 6. Complaints about Councillors

The Town Council does not consider complaints about its Members.

Saltash Town Council have adopted Cornwall Council's Code of Conduct and all Members are expected to comply with the Code.

A complaint about a Member should be addressed directly to the Monitoring Officer of Cornwall Council who will manage the complaint accordingly.

The contact details for the Monitoring Officer are:

The Monitoring Officer  
Floor 4 North Wing  
New County Hall  
Treyew Road  
Truro  
TR1 3AY

[councillorcomplaints@cornwall.gov.uk](mailto:councillorcomplaints@cornwall.gov.uk)

## Appendix A

### Town Council Complaint Form

Please complete all sections of this form. Incomplete forms will be returned and will not be accepted.

#### 1. Your Details (required)

Full Name:

Address:

Postcode:

Email Address:

Contact Telephone Number:

#### 2. Details of Your Complaint

Please provide a clear, concise and accurate outline of your complaint, including all relevant information that will help us assist you

### **3. Supporting Evidence**

List any supporting evidence or attach documents that are relevant to the complaint:

### **4. Desired Outcome**

Please tell us what you feel would resolve your complaint:

DRAFT

### **5. Declaration (Required)**

I confirm that the information I have provided is accurate to the best of my knowledge and that I understand that the Town Council may need to contact me to investigate this complaint.

Print name:

Signature:

Date:

### **6. Submitting Your Complaint**

Please return the completed form to:

Email: [enquiries@saltash.gov.uk](mailto:enquiries@saltash.gov.uk)

Post: The Guildhall, 12 Lower Fore Street, Saltash, PL12 6JX

## Appendix B

### Town Council staff, including the Town Clerk complaint form

Please complete all sections of this form. Incomplete forms will be returned and will not be accepted.

#### 1. Your Details (required)

Full Name:

Address:

Postcode:

Email Address:

Contact Telephone Number:

#### 2. Details of Your Complaint

Please provide a clear, concise and accurate outline of your complaint, including all relevant information that will help us assist you

### 3. Supporting Evidence

List any supporting evidence or attach documents that are relevant to the complaint:

### 4. Declaration (Required)

I confirm that the information I have provided is accurate to the best of my knowledge and that I understand that the Town Council may need to contact me to investigate this complaint.

Print name:

Signature:

Date:

### 5. Submitting Your Complaint

Please return the completed form to:

Town Clerk, marked 'Private and Confidential', and sent directly to the Guildhall by post or by email to [townclerk@saltash.gov.uk](mailto:townclerk@saltash.gov.uk)