

Code of Practice for Handling Complaints

RESPONSIBLE COMMITTEE: P&F

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

Current Document Status			
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06/2022	1	CALC/AJT	FTC 04.08.2022	151/22/23a(e)	Replacement for Customer Feedback Policy (CALC model).
05/2023	2023	AJT	ATM 04.05.2023	65/23/24c(ii)	Readopted

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Until superseded

SALTASH TOWN COUNCIL

CODE OF PRACTICE FOR HANDLING COMPLAINTS

Saltash Town Council recognises that from time to time there will be concerns expressed by members of the public over the activities of the Town Council or one of its members or employees. To address these issues the Town Council has adopted a procedure for the handling of complaints. This procedure allows people to have a form of address to the Town Council if they feel they have a complaint, or have been unfairly treated in their dealings with the Town Council staff, Town Councillors, the Town Council or its Committees.

VERBAL COMPLAINTS

1. On receipt of a complaint by telephone, letter, fax or email the Town Clerk will try to satisfy the complainant immediately or as soon as is practicable.
2. If the Town Clerk is unable to answer the complaint immediately, then full details of the complaint together with the complainant's telephone number etc. will be recorded so that a further verbal response can be made as soon as possible.
3. If a verbal response is unable to satisfy, then the Town Clerk will ask that the complaint be put in writing in order that it can be investigated more fully.

WRITTEN COMPLAINTS

1. On receiving a written complaint, the Town Clerk shall try to settle the complaint directly.
2. If the complaint is about the behaviour of an employee or contractor of the Town Council, the Town Clerk will also notify the person and offer the opportunity for comment on the manner in which it is intended to try and settle the complaint.
3. If necessary, the Town Clerk will send a holding letter to the complainant to allow further time to address the issues raised.
4. The Town Clerk or Chairman shall bring any written complaint which has not been settled to the next meeting of the Town Council and the Town Clerk shall notify the complainant of the date of the meeting. The Complainant will be offered the opportunity to explain the nature of the complaint to the meeting.
5. The Town Clerk shall consult with the Chairman/Vice Chairman to consider whether the written complaint warrants discussion at a Town Council meeting in the absence of the press and public, with the decision on the complaint shall be announced at the Town Council meeting in public.
6. The Town Clerk will communicate in writing the decision that has been made by the Town Council and the nature of any action taken by the Town Council.

COMPLAINTS AGAINST AN OFFICER OF THE TOWN COUNCIL

1. Any complaint against an Officer must be submitted in writing.

2. If the complaint is against the actions of the Town Clerk, it should be submitted in writing to the Chairman.
3. If the complaint is made against the actions of an employee, it will be considered as an employment issue and the Town Clerk will present the complaint to the Personnel Committee of the Town Council for consideration at a meeting held in the absence of the press or public.
4. If the complaint is made against the actions of the Town Clerk, it will be considered as an employment issue and the Chairman will present the complaint to the Personnel Committee of the Town Council for consideration at a meeting held in the absence of the press or public.
5. The Complainant may be invited to attend part of the meeting to explain the nature of their complaint, in the absence of the public and press.
6. Persons mentioned in the complaint will have the opportunity to will explain the nature of their actions to the meeting, in the absence of the public and press.
7. The result of any Town Council consideration of a complaint will be announced at a Town Council meeting in public.

COMPLAINTS AGAINST A MEMBER OF THE TOWN COUNCIL

The Town Council is unable to investigate complaints against any of its members. Town Councillors sign up to a Code of Conduct on taking office which adheres to the principles of public life. If you wish to submit a complaint for breach of this code this should be sent to the Monitoring Officer at Cornwall Council.

Mr S Mansell
Cornwall Council
Treyew Road
TRURO
Cornwall

Further information can be accessed from www.cornwall.gov.uk