



Ross-on-Wye Town Council

Complaints Procedure

1. This policy sets out procedures for dealing with any complaints that anyone may have about Ross Town Council's **administration and procedures**. It applies to the Town Council's employees. Councillors are covered by the Code of Conduct adopted by the Council. Complaints against **policy decisions** made by the Council shall be referred back to paragraph 11 of the Council's Standing Orders which says that issues shall not be re-opened for six months.
2. If a complaint about procedures or administration as practised by the Council's employees is notified orally to a Councillor or the Clerk to the Council, they should seek to satisfy the complaint fully. If that fails, the complainant should be asked to put the complaint in writing to the Clerk to the Council and be assured that it will be dealt with promptly after receipt.
3. If the complainant prefers not to put the complaint to the Clerk to the Council, he or she should be advised to put it to the Chairman of the Management Committee.
4. (a) On receipt of a written complaint the Chairman of Council/Mayor or the Clerk to the Council (*except where the complainant is about his or her own actions*), shall try to settle the complaint directly with the complainant. This shall not be done without first notifying the person complained against and giving him or her an opportunity to comment. Efforts should be made to attempt to settle the complaint at this stage.
(b) Where the Clerk to the Council or a Councillor receives a written complaint about the Clerk or Deputy Clerk he or she shall refer the complaint to the Chairman of the Management Committee. The Clerk to the Council or Deputy Clerk shall be notified and given an opportunity to comment.
5. The Clerk to the Council or Chairman of the Management Committee shall report to the next meeting of the Management Committee any written complaint disposed of by direct action with the complainant.
6. The Clerk to the Council or Chairman of Council/Mayor shall bring any written complaint that has not been settled to the next meeting of the Management Committee. The Clerk to the Council 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. As soon as may be after the decision has been made, that decision and the nature of any action to be taken shall be communicated in writing to the complainant.
8. The Management Committee may 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. The complaint shall be dealt with at the next meeting after the advice has been received.