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Author: Town Clerk

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COMPLAINTS PROCEDURE

1.0 Introduction

1.1 Kingswood Town Council aims to provide good quality services. This procedure deals with complaints to the Town Council about its actions, processes and administration.

1.2 If a complaint about procedures or administration is notified orally to a Councillor or member of staff and it is not possible to satisfy the complainant fully, the complainant shall be asked to put their complaint in writing to the Town Clerk. The complainant shall be assured that the complaint will be dealt with promptly.

1.3 If the complainant would prefer not to put the complaint to the Town Clerk, they shall be advised to put it to the Chair.

1.4 Upon receipt of a written complaint, the Town Clerk or Chair, as appropriate shall try to settle the complaint directly with the complainant (except where the complaint is about his/her own actions).

1.5 Where the Town Clerk receives a complaint about his/her own actions it shall be referred to the Chair. Where the Chairman receives a complaint about his/her own actions it shall be referred to the Council after first notifying the complainant of the manner in which it is intended to attempt to settle the complaint.

1.6 Where a written complaint is about the conduct of a councillor, the complainant shall be given contact details of the Monitoring Officer at South Gloucestershire Council.

1.7 Where, in the opinion of the Town Clerk, a complaint cannot be resolved satisfactorily, it shall be referred to the next appropriate Council or Committee meeting. The complainant shall be notified of the date on which the complaint would be considered.

1.8 The Council or Committee shall determine whether the matter be discussed with the Exclusion of Press and Public and this decision shall be announced at the meeting in public.

1.9 As soon as practicable after the decision regarding the complaint has been made and the nature of any action to be taken, the complainant shall be informed in writing.