

Tidworth Town Council

Complaints Procedure – Against the Council

1. Tidworth Town Council is committed to providing a quality service for the benefit of the people who live or work in its area or are visitors to the locality. If you are dissatisfied with the standard of service you have received from this council, or are unhappy about an action or lack of action by this council, this Complaints Procedure sets out how you may complain to the council and how we shall try to resolve your complaint.
2. This Complaints Procedure applies to complaints about council administration and procedures and may include complaints about how council employees have dealt with your concerns.
3. This Complaints Procedure does not apply to:
 - 3.1. **Complaints by one council employee against another council employee, or between a council employee and the council as employer.** These matters are dealt with under the council's disciplinary and grievance procedures.
 - 3.2. **Complaints against councillors.** Complaints against councillors are covered by the Code of Conduct which all councillors must agree to abide by and sign upon joining the Council. If a complaint against a councillor is received by the council, it will be referred in the first instance to the Town Clerk or Chairman of Tidworth Town Council. Further information on the process of dealing with complaints against councillors can be found in **Complaints Procedure – Against A Councillor**.
4. The appropriate time for influencing Council decision-making is by raising your concerns before the Council debates and votes on a matter. You may do this by writing to the Council in advance of the meeting at which the item is to be discussed. There may also be the opportunity to raise your concerns in the public participation section of Council meetings. If you are unhappy with a Council decision, you may raise your concerns with the Council, but Standing Orders, Section 11 – Rescission of Previous Resolutions prevent the Council from re-opening issues for six months from the date of the decision, unless there are exceptional grounds to consider this necessary and the special process set out in the Standing Orders is followed.
5. You may make your complaint about the council's procedures or administration to the Clerk. You may do this in person, by phone, post or by emailing the Town Clerk. The addresses and numbers are set out below.

Tidworth Town Council
Wylle Road
Tidworth
Wiltshire
SP9 7QQ

Office Hours are 9:30am - 1pm Monday to Friday
Tel: 01980 847390 (there is a voicemail facility on this line)
Email: townclerk@tidworthtowncouncil.gov.uk

6. Wherever possible, the Clerk will try to resolve your complaint immediately. If this is not possible, the Clerk will normally try to acknowledge your complaint within five working days.
7. If you do not wish to make your complaint to the Clerk, you may contact the Chairman of the Council who will report your complaint to the Leadership Committee.
8. The Clerk or the Leadership Committee will investigate each complaint, obtaining further information as necessary from you and/or from staff or members of the Council.
9. The Clerk or the Chairman of the Council will notify you within 20 working days of the outcome of your complaint and of what action (if any) the Council proposes to take as a result of your complaint. (In exceptional cases the twenty working days timescale may have to be extended. If it is, you will be kept informed.)
10. If you are dissatisfied with the response to your complaint, you may ask for your complaint to be referred to the corporate complaints team at Wiltshire Council <http://www.wiltshire.gov.uk/council/complaints/complaintsmakingacomplaint.htm> who will consider the issue and suggest a suitable way forward.
11. If you believe the matter has still not been dealt with effectively, you can contact the Local Government Ombudsman, details for which are available on Wiltshire Councils website <http://www.wiltshire.gov.uk/council/complaints/complaintsmakingacomplaint.htm>, the Local Government Ombudsmans Website <http://www.lgo.org.uk/> or by contacting the corporate complaints team at Wiltshire Council and asking for an Ombudsman complaint leaflet.
12. Complaints concerning adult and child welfare are considered under separate statutory complaints procedures, as required by law. Further details can be found on Wiltshire Councils website or by contacting Wiltshire Council and asking to speak to one of the appropriate complaint managers.
13. When an alternative method to resolve an issue, such as legal proceedings, tribunals, appeals etc is used, the complaints procedure cannot be implemented.

If you are unsure whether your complaint can be considered, please contact the Town Clerk on 01980 847390 or townclerk@tidworthtowncouncil.gov.uk for guidance.

Signed

Date

Chris Franklin Chairman