

Tidworth Town Council

Complaints Procedure – Against A Councillor

1. All Councillors must sign and abide by the Code of Conduct which contains 7 principles of conduct: Selflessness, Integrity, Objectivity, Accountability, Openness, Honesty and Leadership. If you believe that a Town Councillor has not followed this code whilst acting in their role as Councillor, a complaint can be made.
2. Please note this Complaints Procedure does not apply to:
 - 2.1 **Complaints by one council employee against another council employee, or between a council employee and the council as an employer.** These matters are dealt with under the Councils Disciplinary and Grievance Procedures.
 - 2.2 **Complaints regarding the standard of service received from Tidworth Town Council, or any action, or lack thereof, taken by Tidworth Town Council.** These matters are dealt with under the Councils Complaints Procedure – Against the Council policy.
3. In the first instance, you may make your complaint to the Town Clerk. You may do this in person, by post, via the telephone or via email using the contact details below:

Tidworth Town Council

Wylve 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

Please make it clear which councillor your complaint is in relation to and clearly state why you think their actions have been in breach of the Code of Conduct. Please note that a complaint against a Tidworth Town Councillor can only be considered if they are acting in their official capacity as a Councillor, and their behaviour was therefore seen to be in breach of the 7 principles of the Code of Conduct.

4. 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.
5. 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.
6. If your complaint is against the Chairman of the Council, you may speak to the Town Clerk or the Vice Chair of the Council.
7. The Clerk or the Leadership Committee will investigate each complaint, giving the councillor involved an opportunity to respond to the issues raised, and where necessary obtaining further information from you and/or from staff or members of the Council.

8. 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.)
9. If you are dissatisfied with the response to your complaint, you may ask for your complaint to be referred to the monitoring officer at Wiltshire Council <http://www.wiltshire.gov.uk/council/complaints/membercomplaints.htm> who will consider the issue and suggest a suitable way forward.
10. 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/membercomplaints.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.
11. 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.
12. 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