



Complaints Policy

1. Introduction

Tidworth Town Council (hereafter known as the 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 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 for Members adopted by the Council.

3.3. If a complaint against a Councillor is received by the Council it will be referred to the Standards Committee of Wiltshire Council. Further information on the process of dealing with complaints against councillors may be obtained from the Monitoring Officer of Wiltshire Council.

4. You may make your complaint about the Council's procedures or administration to the Town Clerk (hereafter known as the Clerk). You may do this in person, by phone, or by writing to or emailing the Clerk. The addresses and numbers are set out below.

5. 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.

6. If you do not wish to report your complaint to the Clerk, you may make your complaint directly to the Chair of the Council who will report your complaint to the Leadership Committee.

7. The Clerk or the Leadership Committee will investigate each complaint, obtaining further information as necessary from you and/or members of the Council.

8. The Clerk or the Chair 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 full Council (as appropriate) and (usually within eight



weeks) you will be notified in writing of the outcome of the review of your original complaint.

10. Anonymous Complaints. If you choose to complain anonymously, the complaint will still be considered by the person to whom the complaint is made. If that person decides that action should be taken to resolve the matter raised in the complaint, then that will happen, but it will clearly not be possible to respond to you concerning the outcome of your complaint. If you wish to discuss a matter In Confidence with the Clerk or the Chair of The Council, you would be most welcome to do this. Please be aware, however, that if anything in your complaint suggests that the law may have been broken, the matter may be referred to the Police.

Signed: _____ **Date:** _____

(Print Name) _____ **Chair, Tidworth Town Council**

Contacts:

Clerk of Tidworth Town Council

Address: Castledown Enterprise Centre
Unit 3D
Fitz Gilbert Court
Ludgershall
SP11 9FA

Telephone: 01980 847390

Email: townclerk@tidworthtowncouncil.gov.uk

The Chairman of Tidworth Town Council

Address: as for Clerk of Tidworth Town Council (above)

Telephone: 01980 847390

Email: mayor@tidworthtowncouncil.gov.uk