

## **Eye Town Council Complaints Procedures**

Eye Town Council takes all complaints seriously. The Council welcomes feedback from residents as one of the best ways of learning and ensuring excellent service provision. The aim of this procedure is to ensure that all complaints from members of the public are handled swiftly and courteously to a resolution acceptable to all parties. Complaints about Councillors' conduct, if they cannot be swiftly resolved through discussion, are to be referred to the District Council Monitoring Officer. The Eye Town Council Complaints Procedure covers the operations of the Town Council. The Council would hope to deal with most complaints informally and members are invited to raise verbally any concerns to the Clerk who should look to resolve the problem. If however a satisfactory solution is not found the formal complaints procedure would be followed.

### **Before the Meeting**

1. The complainant should be asked to put the complaint about the council's procedures or administration in writing to the clerk.
2. If the complainant does not wish to put the complaint to the clerk, he or she should be advised to address it to the Mayor.
3. The clerk or other nominated officer shall immediately acknowledge receipt of the complaint and advise the complainant that the matter will be considered by nominated members of the Governance Committee and Mayor normally within 21 days (Although this may be slightly longer during August recess).
4. Initially complaints will be treated as confidential to members of the Finance and Governance Committee and any named individuals within the complaint. Prior to any publication of the material related to the complaint all parties' views will be taken into account.
5. Finance and Governance members will consider the complaint and will discuss solutions with the complainant to resolve the matter.
6. If the complaint still cannot be settled the complainant shall be invited to attend a Full Council meeting and to bring with them a representative if they wish.
7. Seven clear working days prior to the meeting, the complainant shall provide the council with copies of any documentation or other evidence relied on. The council shall provide the complainant with copies of any documentation upon which they wish to rely at the meeting and shall do so promptly, allowing the claimant the opportunity to read the material in good time for the meeting.

### **At the Meeting**

8. The council shall consider whether the circumstances of the meeting warrant the exclusion of the public and the press. Any decision on a complaint shall be announced at the council meeting in public.
9. The Mayor should introduce everyone and explain the procedure.
10. The complainant (or representative) should outline the grounds for complaint and, thereafter, questions may be asked by (i) the clerk or other nominated officer and then (ii), members.
11. The clerk or other nominated officer will have an opportunity to explain the council's position and questions may be asked by (i) the complainant and (ii), members.
12. The clerk or other nominated officer and then the complainant should be offered the opportunity to summarise their position

13. The clerk or other nominated officer and the complainant should be asked to leave the room while members decide whether or not the grounds for the complaint have been made. If a point of clarification is necessary, *both* parties shall be invited back.
14. The clerk or other nominated officer and the complainant should be given the opportunity to wait for the decision but if the decision is unlikely to be finalised on that day they should be advised when the decision is likely to be made and when it is likely to be communicated to them.

**After the Meeting**

15. The Decision should be confirmed in writing within seven working days together with details of any action to be taken.