



TODMORDEN TOWN COUNCIL

# Complaints Procedure

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Date: February 2023

Review Date: February 2025

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## **1. Introduction**

Todmorden 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. Scope of Procedure**

This Complaints Procedure applies to complaints about council administration and procedures and may include complaints about how council employees have dealt with your concerns.

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 council's disciplinary and grievance procedures.

2.2. Complaints against councillors. Complaints against councillors are covered by the Code of Conduct for Members adopted by the Council in 2019 and, if a complaint against a councillor is received by the council, it will be referred to the Calderdale MBC. Further information on the process of dealing with complaints against councillors may be obtained from the Monitoring Officer of Calderdale MBC.

## **3. Procedure**

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 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.

3.1. You may make your complaint about the Council's procedures or administration to 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.

3.2. Wherever possible, the Clerk will try to resolve your complaint immediately. If this is not possible, the Clerk will acknowledge your complaint within 10 working days. If the Clerk is able to resolve the complaint, the Clerk must report the complaint and resolution to the Resources Committee at the next meeting.

3.3. If the Clerk is unable to resolve a complaint, then the Clerk must report the Complaint to the Resources Committee.

3.4. If you do not wish to report your complaint to the Clerk, you may make your complaint directly to the Chairman of the Resources Committee Council who will report your complaint to the full Resources Committee

3.5. All unresolved complaints reported to The Resources Committee will be investigated by a Complaints Working group established for your specific complaint. The working group will be a sub-group of the Resources Committee and be made up of two councillors and the Clerk, ensuring there is cross-party representation where possible in the working group. The Complaints Working Group should be made up to ensure that none of its members have a conflict of interest or are the subject of the complaint. If the Clerk is the subject of the complaint, a third councillor will be appointed to the complaints working group in the clerk's stead.

3.6. The Complaints working group will investigate each complaint, obtaining further information as necessary from you and/or from staff or members of the Council.

3.7. The Clerk or the Chairman of the Resources Committee 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 this is the case, you will be kept informed.)

3.8. If you are dissatisfied with the response to your complaint, you may ask for your complaint to be referred to the full Council in writing and you will be notified in writing of the outcome of the Full Council's review of your original complaint within 8 weeks of your letter.

## **4. Review of Policy**

4.1 This policy will be reviewed, added to or modified as required from time to time but in any event at least every two years.

## **5. Contacts**

To write a letter to the Clerk or any Councillor, please use the following Address:

Todmorden Town Hall, Bridge Street, Todmorden, OL14 5AQ

Tel 07923257879

For up to date email contact details for The Clerk, Chair of Resources or Chair of Full Council please see Todmorden Town Council's website on [www.todmorden-tc.gov.uk/](http://www.todmorden-tc.gov.uk/)