



CODE OF PRACTICE FOR HANDLING COMPLAINTS & CONTACT

1. If a complaint about procedures or administration is notified orally to a Councillor or the Town Clerk and it is not possible to satisfy the complainant in full immediately, the complainant shall be asked to put his/her complaint in writing to the Town Clerk and receive an assurance on receipt that the matter will be dealt with promptly.
2. If a complainant indicates that he/she would prefer not to put the complaint to the Town Clerk then he/she should be advised to put it to the Mayor.
3. On receipt of a written complaint, the Town Clerk or the Mayor, as the case may be, shall (except where the complaint is about his own actions) try to settle the complaint directly with the complainant, but shall not do so in respect of a complaint about the behaviour of the Town Clerk or a Councillor without notifying the person complained of and giving him an opportunity to comment on the manner in which it is intended to attempt to settle the complaint. Where the Town Clerk or Mayor receives a written complaint about his/her own actions, he/she shall immediately refer the complaint to the Council.
4. The Town Clerk or the Mayor shall report to the next meeting of the Council any written complaint not disposed of by direct action with the complainant.
5. The Town Clerk or the Mayor shall bring any written complaint/contact which cannot be settled to the next meeting of the Council, and the Town Clerk shall notify the complainant of the date on which the complaint will be considered.
6. The Council shall consider whether the circumstances attending any complaint warrant the matter being discussed in the absence of the press and the public. If the matter is a complaint against the Town Clerk or Town Council staff such that the Council or the Town Clerk believes that the matter may lead to a disciplinary hearing then the matter must be heard with the press and public excluded. In this event, if the complaint is of any employee, even if the matter is being dealt with initially out of the context of a formal disciplinary hearing, then the employee is entitled to have a representative present. The matter before the Council in this case will be to establish whether there is a factual basis to the complaint and the action that should then be taken. The proceedings at this stage cannot be a formal disciplinary hearing, which must be convened on a separate occasion in the proper manner. All complaints relating to staff shall first be considered by the Staffing and Appeals Sub-Committee who shall report their findings to the next meeting of Full Council.
7. As soon as may be, after the decision has been made, such decision, and the nature of any action to be taken, shall be communicated in writing to the complainant.

As Adopted by Council on 31st January 2011

Reviewed and Adopted 9th May 2012; 15th May 2013; 14th May 2014; 22nd June 2015; 10th May 2023;
8th May 2024; 14th May 2025; 13th May 2026

8. In the event of serial facetious, vexatious and/or malicious complaints and persistent and continuous contact from a member of the public, the Council should monitor the extent of that contact and receive reports from the Town Clerk on the impact on the Council staff workload.