



Somerton Town Council
Policy Document
Code of Practice for Handling
Complaints

Adopted: September 2018
Review Date: September 2021

CODE OF PRACTICE FOR HANDLING COMPLAINTS

Somerton Town Council recognises that from time to time there will be concerns expressed by members of the public over the activities of the Council or one of its members or employees. This is the Council's procedure for the handling of complaints which allows people to have a form of address to the Council if they feel they have a complaint; or have been unfairly treated in their dealings with the Council staff, Councillors, the Council or its Committees.

GENERAL COMPLAINTS

1. All complaints must be made in writing (by post or through email) and addressed to the Town Clerk.
 2. On receiving a written complaint, the Town Clerk shall try to settle the complaint directly.
 3. If the complaint is about the behaviour of a member or employee of the Council, the Town Clerk must also notify the person and offer the opportunity for comment on the manner in which it is intended to try and settle the complaint.
 4. If necessary, the Town Clerk will send a holding letter / email to the complainant to allow further time to address the issues raised.
 5. The Town Clerk or Chairman shall bring any written complaint which has not been settled to the next meeting of the Council and the Town Clerk shall notify the complainant of the date of the meeting. The complainant will be offered the opportunity to explain the nature of the complaint to the meeting.
 6. The Town Clerk shall consult with the Chairman/Vice Chairman to consider whether the written complaint warrants discussion at a Council meeting in the absence of the press and public, the decision on the complaint shall be announced at the Council meeting in public.
 7. The Town Clerk will communicate in writing the decision that has been made by the Council and the nature of any action taken by the Council.
- All complaints must be dealt with in writing (either by post or via email).

COMPLAINTS AGAINST AN OFFICER OF THE COUNCIL

1. All complaints must be submitted in writing.
2. If the complaint is against the actions of the Clerk, it should be submitted in writing to the Chairman.
3. If the complaint is made against the actions of an employee, it will be considered as an employment issue and the Clerk will present the complaint to the HR Committee of the Council for consideration at a meeting held in the absence of the press or public.
4. If the complaint is made against the actions of the Clerk, it will be considered as an employment issue and the Chairman will present the complaint to the Staffing Committee of the Council for consideration at a meeting held in the absence of the press or public.
5. The Complainant may be invited to attend part of the meeting to explain the nature of their complaint, in the absence of the public and press.
6. Persons mentioned in the complaint will have the opportunity to explain the nature of their actions to the meeting, in the absence of the public and press.
7. The result of any council consideration of a complaint will be announced at a Council meeting in public.

COMPLAINTS AGAINST A MEMBER OF THE COUNCIL

Town Councillors sign up to a Code of Conduct on taking office. A member of the public who wishes to submit a complaint for breach of this code should do so to the Monitoring Officer at South Somerset District Council

The Monitoring Officer
South Somerset District Council
Brympton Way
Yeovil
01935 462462