



Somerton Town Council Policy Document

Policy for Handling Complaints

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Review Date: February 2024

POLICY 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.

The Council's procedure for the handling of complaints 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.

There are separate arrangements, prescribed by law, which apply to Councillors – these are set within the policy.

The aim of this policy is to help the Town Council investigate all complaints swiftly and impartially and to find a suitable solution, wherever possible, to the satisfaction of both the complainant and the Town Council.

RAISING A COMPLAINT:

1. All complaints must be raised by contacting the Town Council by phone, email, in person or in writing giving names, addresses and as much information as possible. The complaints procedure will not apply to complaints made anonymously.

The Town Council should be contacted as follows:-

- By phone to 01458 272236
 - By email to town.clerk@somertontowncouncil.gov.uk
 - In person or by letter to Edgar Hall, 8 Cary Court, Somerton Business Park, Somerton TA11 6SB
2. Often it is possible for the complaint to be dealt with straight away and the source of the complaint resolved quickly. For more complex matters, these should be put in writing addressed to the Town Clerk so that an investigation can be undertaken. This will be done as quickly as possible; a written acknowledgement of the complaint will be sent within 5 working days and a full response will be provided as soon as possible.

IF YOU ARE NOT SATISFIED

There is no external or government agency which can investigate a complaint if you are not satisfied with the Town Council's response. However, if you are not satisfied with the initial response, you should write to the Chair of the Council via our address or website. The Chair will review the complaint, and any paperwork relating to it, and if they feel appropriate, will register the complaint to a Committee of the Council for consideration.

To respect confidentiality, the Committee will normally deal with a complaint in private session and your details will not therefore be available to the public.

COMPLAINTS AGAINST A MEMBER OF THE COUNCIL

Town Councillors sign up to a Code of Conduct on taking office and are required to observe the Code. This is available to the public via the Town Council's website. A member of the public who wishes to submit a complaint for breach of this code should do so to the Monitoring Officer at Somerset Council. A complaint form is available on the Somerset Council website together with guidance on how complaints are addressed.