

Town Council Complaints Policy & Procedure

Town Council 12 December 2017

RECOMMENDED that the changes detailed in Section 5 below are approved.

Introduction

1. The Town Council approved and adopted its current complaints procedure, attached as appendix 1 in December 2014. It is good practice to review policies and procedures at regular intervals to ensure they remain fit for purpose.

Contextual Information

2. The Town Council's Complaints Procedure has not been invoked since it was approved in 2014
3. The Town Council's procedure is based upon the Somerset Association of Local Council's (SALC) model document and the advice contained in the National Association of Local Councils (NALC) Legal Topic Note.

Review

4. The SALC and NALC documents have not changed since the Town Council's procedure was approved and adopted.
5. On reviewing the documents, it may be prudent to add two explanatory notes and amend the note about complaints against Councillors, these are shown on Appendix 1 in bold, italic, red text
 - A) The first note would be inserted before the current second paragraph of the procedure document and would read:

“When a complaint is made against the Town Council, Councillors or staff are likely to be mentioned or complained about. However, a complaint against the Town Council will be treated as complaint against the body corporate of the Council, not as a complaint against individual employees or Councillors.”
 - B) The second note would be inserted after the current second paragraph of the procedure document and would read:

“A complaint against the Town Council that involves a complaint about the conduct of its employees will be handled in accordance with the complaints procedure. If, following the outcome of the complaint, the Complaints Panel decides that there may be a need to take disciplinary action, this will be in accordance with the Town Council's Disciplinary Policy.”
 - C) The second paragraph regarding complaints about councillors to be amended to read *“This procedure does not cover complaints about the conduct of a Town Councillor(s); such complaints should be made to The Monitoring Officer at South Somerset District Council”*

Report Prepared: 7 December 2017

Background Papers:

Model Complaints Policy from Somerset Association of Local Councils
National Association of Local Councils Legal Topic Note 9E (June 2014)

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