



**Grange-over-Sands Town Council**  
**Complaints Policy and Procedure for Complainants**  
**May 2018 – reviewed annually**

We want to provide high quality service at all times. If you feel any aspect of our service has been at fault we want to know about it and investigate. We believe that complaints and compliments provide useful information and feedback on the quality of our services, procedures and practice. They help us improve our service to residents, visitors, and those working within the town.

This policy and procedure is for members of the public considering making any complaint to the Council, whether minor, serious, informal or formal and applies to all services provided by the Council.

### **What is a complaint?**

People's perceptions differ widely. It is therefore very difficult to give a precise definition of a complaint. However, for our purposes, a complaint is an expression of dissatisfaction about a service undertaken by Grange-over-Sands Town Council or any of its employees.

For example, a complaint could be where you are not happy about:

- the service you have received from us – including our staff, volunteers, or contractors who work on our behalf;
- things you think we should have done or have not done – either by law or by established practice;
- where you think we have not followed adopted procedures or policies;
- where you think maladministration can be alleged.

**Please note - complaints about a councillor are treated differently.**

### **Our Aims**

- ✓ To deal with complaints impartially, objectively, and swiftly;
- ✓ To find a solution locally, whenever possible, to the satisfaction of all parties.

### **How to Complain**

We want to put things right as quickly as possible and this may usually be done if you speak directly to the staff providing the service first before moving to a more formal complaint.

We aim to resolve problems informally and as early as possible.

### **Complaints Procedure - Stage 1**

- 1.1 If you feel that the staff response has not dealt properly or fully with your complaint, you should contact the Council Chairman via the Victoria Hall as quickly as possible.

- 1.2 Contacting the Council Chairman can be done by telephone, email, in person or in writing. You should give your name, address, relevant dates and as much information as possible to help us deal with the complaint.
- 1.3 Once we receive your complaint, we will acknowledge receipt. We will make a written record, noting your name and contact details, and the nature of the complaint.
- 1.4 We will then investigate, obtaining further information as necessary from you, staff, or Councillors.
- 1.5 Within twenty working days we will send you a full written reply, or let you know if our reply will take longer, explaining the reason for the delay.
- 1.6 If we do not hear from you within ten working days of our reply, we will close the complaint.
- 1.7 A record of the complaint and investigation will be kept for six years.

## **Complaints Procedure - Stage 2**

- 2.1 We hope that by now we will have resolved your complaint. However, if we haven't, you should write again to the Chairman of the Council who will report to the Personnel Committee of the Council.
- 2.2 If you have been through Stage 1, you will be asked to give a reason why you remain dissatisfied.
- 2.3 The Committee (or Full Council, depending upon the circumstances) will then investigate the complaint – following the procedure outlined in the box below.

### **Complaint Hearing Procedure at Council or Personnel Committee Meeting**

- We will consider whether the circumstances warrant exclusion of the press and public.
- Chairman introduces all present, and explains the procedure.
- Complainant or their representative outlines the grounds of the complaint.
- Members can ask any question of the complainant or their representative.
- If relevant, the Town Clerk or other member of staff explains the Council's position.
- Members can ask any question of the Town Clerk or other member of staff.
- Town Clerk or staff, and then the complainant are offered the opportunity of a last word.
- The Town Clerk, staff, and the complainant leave the room while members decide whether the grounds for the complaint have been made. If a point of clarification is necessary, all parties will be invited back.
- The parties return to hear the decision, or are advised when the decision will be made (The Committee / Council can defer making a decision if it needs to wait for legal advice or further information).
- The decision is confirmed in writing within twenty working days - with details of any action to be taken.
- Decisions on complaints may be announced in public at a future Council meeting.
- A record of the complaint and investigation will be kept for six years.
- We will try to complete the whole Stage 2 procedure within eight weeks

### Complaints Procedure - Stage 3

If you are still dissatisfied following Stage 2, then you may be able to complain to the Council with ultimate responsibility (generally either South Lakeland District Council or Cumbria County Council depending on the service area). They will normally only look at a complaint once the local stages have been completed.

### Complaints about Councillors

These are covered by the Code of Conduct for Members (see below).

If a complaint against a Councillor is received by the Council, we will refer it to the Monitoring Officer and the Standards Committee of South Lakeland District Council. Further information on the process of dealing with complaints against Councillors may be obtained from South Lakeland District Council.

Councillors must observe our 'Code of Conduct'. Broadly, this requires Councillors:

- Not to discriminate unlawfully;
- To treat others with respect;
- Not to do anything to compromise the impartiality of Council employees;
- Not to disclose confidential information;
- Not to stop anyone gaining access to information they are entitled to;
- Not to conduct themselves so as to bring their office or the Council into disrepute;
- Not to use their position to improperly secure an advantage, or disadvantage, for anyone;
- Not to use the Council's resources for unauthorised political purposes;
- To declare any pecuniary interest in any matter that comes before the Council and, if appropriate, not to take part in the decision. Where the interest declared is deemed to be pecuniary, Councillors are not permitted to take part in the decision on that matter;
- To register pecuniary interests (a copy of the register is available for public inspection).

### What else is not covered by this policy and procedure?

- **Influencing Council decision making** - the appropriate time for this 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. 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.
- **Internal staff complaints** - these are dealt with through the Council's grievance and disciplinary procedures

**Contact**

The Chairman

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