



## Fairford Town Council

### **COMPLAINTS POLICY**

**Approved at the Procedures Committee meeting ..... 21<sup>st</sup> February 2017**

**Approved by the Full Council..... 14<sup>th</sup> March 2017    Minute .... 302 16/17**

1. Fairford Town Council is committed to providing a quality service for the benefit of the people who live or work in its area or are visitors to the locality. If you are dissatisfied with the standard of service you have received from this Council, or are unhappy about an action or lack of action by this Council, this Complaints Procedure sets out how you may complain to the Council and how we shall try to resolve your complaint.
2. This Complaints Procedure applies to complaints about Council administration and procedures.
3. This Complaints Procedure does not apply to:
  - 3.1. Complaints by one Council employee against another Council employee, or between a Council employee and the Council as employer. These matters are dealt with under the Council's disciplinary and grievance procedures.
  - 3.2. Complaints against Councillors. Complaints against Councillors are covered by the Code of Conduct for Members adopted by the Council on 14<sup>th</sup> March **2017** and, if a complaint against a Councillor is received by the Council, it will be referred to the Monitoring Officer of Cotswold District Council. Further information on the process of dealing with complaints against Councillors may be obtained from the Monitoring Officer of Cotswold District Council.
4. The appropriate time for influencing Council decision-making 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 or in the public participation section of Council meetings. 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 or new information comes to light, and the special process set out in the Standing Orders is followed.
5. You may make your complaint about the Council's procedures or administration to the Clerk. You may do this in person, by phone, or by writing to or emailing the Clerk. The addresses and numbers are set out below.
6. Wherever possible, the Clerk will try to resolve your complaint immediately. If this is not possible, the Clerk will normally try to acknowledge your complaint within five working days.

7. If you do not wish to report your complaint to the Clerk, or if your complaint is about the Clerk, you may make your complaint directly to the Mayor or Deputy Mayor who will report your complaint to the Procedures Committee of the Council or to Full Council.
8. The Clerk or the Procedures Committee of the Council will investigate each complaint, obtaining further information as necessary from you and/or from staff or members of the Council.
9. The Clerk or the Chairman of the Procedures Committee will notify you within six weeks of the outcome of your complaint and of what action (if any) the Council proposes to take as a result of your complaint. (In exceptional cases the six weeks' timescale may have to be extended. If it is, you will be kept informed.)
10. If you are dissatisfied with the response to your complaint, you may ask for your complaint to be referred to the full Council and (usually within eight weeks) you will be notified in writing of the outcome of the review of your original complaint.

### Contacts

The Clerk of Fairford Town Council

Address: Community Centre  
High Street  
Fairford  
GL7 4BE

Telephone: 01285 712344

Email: clerks@fairford-tc.co.uk

The Mayor of Fairford

Address: Community Centre  
High Street  
Fairford  
GL7 4BE

Telephone: 01285 713671

Email: jenniesanford@hotmail.com

The Deputy Mayor of Fairford

Address: Community Centre  
High Street  
Fairford  
GL7 4BE

**This policy will be reviewed by the Procedures Committee on: .....2018**

Signed.....Chairman

Date.....