

Canvey Island Town Council

Complaints Policy

This policy sets out procedures for dealing with any complaints that any person may have about the Canvey Island Town Council's administration and procedures. It applies to all Canvey Island Town Council employees. Councillors are covered by the Code of Conduct policy and any complaints should be pursued by the Standards Board of England. Any complaint made about the conduct of the Clerk or any employee will be pursued by the Town Council.

1. If a complaint is notified orally to a Councillor, the Clerk or an Officer regarding any procedure or administration as practiced by the Council's employees, they should seek to satisfy the complaint fully. If this is not possible the complainant should be asked to put the complaint in writing to the Clerk.
2. If the complainant does not wish to put the complaint to the Clerk, they should be advised to put it to the Chairman of the Town Council.
3. The Clerk shall acknowledge receipt of the complaint in writing within 5 working days of receipt.
4. The Clerk or the Chairman shall try to settle the complaint directly with the complainant. If the complaint is in relation to a member of the Council or staff this shall not be done without first notifying the person against whom the complaint has been made and giving him/her an opportunity to comment.
5. The Clerk or the Chairman shall report to the next meeting of the Council any written complaint that has been rectified by direct action with the complainant.
6. The Clerk or the Chairman shall bring any written complaint that has not been rectified to the next Council meeting. The Clerk shall notify the complainant of the date in writing and the complainant shall be invited to attend the relevant meeting and bring with them such representative as they wish (unless such a matter may be related to Grievance, Disciplinary or Standard Board proceedings that are taking place, or likely to take place).
7. The complainant should provide any supporting documentation at least 7 working days prior to the meeting in order for the Council to review any additional information.
8. The Council may consider whether the circumstances of any complaint warrant the matter being discussed in the absence of the press and public. Any decision made regarding a complaint must be announced at the Council meeting in public.

9. As soon as a decision has been made and the nature of action has been agreed, the Clerk shall inform the complainant in writing within 7 working days of the meeting.

10. The Council may defer dealing with any written complaint only if it is of the opinion that issues of law or practice arise on which advice is necessary. The complaint should be dealt with at the next meeting after advice has been received.

STANDARDS BOARD OF ENGLAND

The Standards Board for England has produced a booklet titled, "... how to make a complaint". This is a guide to making a complaint about certain types of inappropriate behaviour by elected, co-opted and independent members of a range of authorities, including Town Councils.

Copies of this leaflet can be obtained by calling 0800 107 2001 or by e-mail to the Standards Board.

Contact Details for the Standards Board of England:

The Standards Board website address is (www.standardsboard.co.uk) or e-mail address (enquiries@Standardsboard.co.uk)