

ELLESMERE TOWN COUNCIL

Mrs .M.Evans
Town Clerk
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Email:
clerk.ellesmeretc@btinternet.com



ELLESMERE TOWN COUNCIL OFFICES
1/3 WILLOW STREET
ELLESMERE
SHROPSHIRE
SY12 0AL

Ellesmere Town Council Complaints procedure

Adopted: Wednesday, 9th May, 2012

Revised: May, 2013/2015/2015/2016

Ellesmere Town Council prides itself on providing as good a service as there can be for and to the people of Ellesmere but we do not always get things right. If you feel we have: -

- Not delivered a service within the time we promised
- Not done something we should have done
- Delivered a service below standard
- Failed to follow the correct procedure or policy
- Behaved in a unsatisfactory or unprofessional way

let us know and we will do what we can to put things right. Either write to the Town Council or telephone us at: -

Ellesmere Town Hall,
1-3 Willow Street,
Ellesmere,
Shropshire,
SY12 0AL
Tel: 01691 622689/622188

Mandy Ann Evans – CiLCA

If we cannot sort out the issue to your satisfaction you can complain formally to the Town Clerk, in writing, at the address given above. If you feel it is the Town Clerk whom you wish to complain about the formal complaint will be passed to the Town Mayor who will handle it. All complaints, whether informal or formal, are reported to each meeting of the Town Council.

What happens then?

- Your formal complaint will be acknowledged by the Town Clerk.
- The Town Council will pass the formal complaint to the Staffing and Governance Committee and it is at that meeting where you will be invited to attend.
- You may bring a representative along with you to that meeting.
- At least seven clear working days before the Staffing and Governance Committee you will provide supporting documentation or evidence to substantiate the formal complaint against the Town Council. You will also be given with relevant documentation to which the Committee will rely upon when the formal complaint is heard at the meeting.
- Under the Public Bodies (Admission to Meetings) Act 1960 the Committee will decide whether the complaint warrants the exclusion of the press and public. The decision of the Committee, however, will be made public at the conclusion of the meeting.

What happens at the Committee meeting?

- The Chairman of the Committee will introduce all those present at the meeting to the complainant.
- The Chairman of the Committee will explain the procedure to be followed.
- The complainant (or his/her representative) will outline the nature of the formal complaint and the reason
- The Committee Members will question the complainant
- The Town Clerk will explain the position of the Council, if relevant
- The Committee Members will question the Town Clerk
- The Town Clerk will be offered the opportunity of a last word
- The complainant will be offered the opportunity of a last word
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- The Town Clerk and the complainant will leave the meeting while the Committee decide whether the grounds for the formal complaint have been

justified.

- Where clarification is needed both parties will be invited to return to the meeting
- The Town Clerk and the complainant will be present to hear the decision of the Committee. If no decision can be reached, both parties will be advised when a decision will be made.

What happens after the meeting?

The complainant will be notified of the decision in writing within seven working days and what action may be taken to ensure that things do not go wrong again.

Signed (Chairman)