



## Royston Town Council

### COMPLAINTS PROCEDURE

1. Royston 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 the service you have received from this council. Or are unhappy about an action or lack of action by this council, the Complaints Procedure sets out how you may complain to the council and how we shall try to resolve your complaint.
2. The following procedure will be adopted for dealing with complaints about the council's administration or its procedures and may include complaints about how council employees have dealt with your concerns. Complaints about a policy decision made by the council will be referred back to the council, or relevant committee, as appropriate, for consideration.
3. Complaints made by one employee against another employee, or between a council employee and the council as an employer are dealt with under the council's disciplinary and grievances procedures.
4. This procedure does not cover complaints about the conduct of a Member of the Town Council. These are covered under the Code of Conduct for Members and if a complaint is received by the Town Council it will be referred to the North Herts Council Monitoring Officer. Further information about dealing with complaints against councillors can be obtained from the Monitoring Officer.
5. The complainant will be asked to put the complaint in writing (letter/e-mail) to the Town Clerk at Town Hall Offices, Melbourn Street, Royston, Herts, SG8 7DA. The complaint will be acknowledged within 14 days of receipt. All relevant documents should be included.
6. If the complainant prefers not to put the complaint to the Town Clerk (because the matter relates to the Clerk) he/she should be advised to write to the Chairman of the Human Resources working party.
7. The complainant will be asked at the outset to confirm if he/she wants the complaint to be treated confidentially.
8. On receipt of a written complaint, the Town Clerk (except where the complaint is about his or her own actions) or Chair of the Human Resources working party (if the complaint relates to the Clerk) will:
  - a) Confirm to the complainant that the complaint will be treated as confidential, if requested;
  - b) Confirm the next steps in the complaints procedure.
  - c) Seek to settle the complaint directly with the complainant. This will not be done without first notifying any person complained about and giving him/her an opportunity to comment. Efforts will be made to resolve the complaint at this stage.
9. The Town Clerk (or HR Chair) will report any complaint disposed of by direct action with the complainant to the next meeting of the Human Resources working party.

10. The Town Clerk (or HR Chair) will report any complaint that has not been resolved to the next meeting of the Human Resources working party. The Clerk will notify the complainant of the date on which the complaint will be considered.
11. Matters relating to Grievance or Disciplinary proceedings that are taking, or are likely to take place, should be dealt with in accordance with the Council's grievance and disciplinary procedures.
12. The Council may consider in the circumstances of any particular complaint whether to make any without liability payment or provide other reasonable benefit to any person who has suffered loss as a result of the Council's maladministration. Any payment may only be authorised by the Council after obtaining legal advice and advice from the Council's auditor on the propriety of such a payment.
13. As soon as possible after the decision has been made (and in any event not later than 20 days after the meeting) the complainant will be notified in writing of the decision and any action to be taken. The Council will give reasons for its decision.
14. The Council may defer dealing with any complaint if it is of the opinion that issues arise on which further advice is necessary. The advice will be considered and the complaint dealt with at the next meeting after the advice has been received.
15. The decision of the Council is final with no appeal process as the Local Government Ombudsman does not consider complaints in respect of Town and Parish Councils

Contact details

Town Clerk: [town.clerk@roystontowncouncil.gov.uk](mailto:town.clerk@roystontowncouncil.gov.uk) 01763 245484

Town Council Offices, Melbourn Street, Royston, Herts SG8 7DA

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