



**Revised Complaints Procedure
Adopted at the Annual Town Council Meeting 7 June 2016**

1. Langport 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 or any of its employees, this document sets out how you may make a complaint and how we will deal with it.
2. If you wish to complain about a policy decision, the actions or inactions of this Council as a whole, there are a number of ways in which you can make your views known to us.
 - 2.1. 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:
 - speaking or writing to any Councillor
 - attending a Councillors' surgery
 - writing to the Council in advance of the meeting at which the item is to be discussed
 - raising your concerns in the public participation section of a Council meeting.
 - 2.2. If you are unhappy with a Council decision, you may raise your concerns with the Council, but Standing Orders and Legislation prevent the Council prevent the Council from re-opening issues for six months from the date of decision, unless there are exceptional circumstances, as set out in the Council's Standing Orders.
3. This Complaints Procedure applies to complaints about Council administration and procedures and may include complaints about how Council employees have dealt with your concerns.
4. This table sets out the appropriate ways in which you can make a complaint.

| <i>If your complaint is about:</i> | <i>Address your complaint to:</i> |
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| The actions or inactions of a Council employee | The Town Clerk |
| The actions or inactions of the Town Clerk | The Chairman of the Council or the Chairman of the Finance & Personnel Committee |
| The Town Council's policies or procedures | The Town Clerk or the Chairman of the Council |
| A Councillor's failure to adhere to the Council's Members' Code of Conduct | South Somerset District Council Monitoring Officer |

5. This Complaints Procedure does not apply to 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.
6. You may make your complaint about the Council's employees, procedures or administration in person, by phone, in writing or by email. Contact details are available on the official noticeboard outside the Town Hall, in the Library and on the Langport.life website.
7. Whoever receives your complaint will try to resolve it immediately. If this is not possible, they will normally acknowledge your complaint within five working days. They will also send a copy

of your complaint to the other two recipients. In other words, all complaints will be notified to the Town Clerk, the Chairman of the Town Council and the Chairman of the Finance & Personnel Committee.

8. If your complaint concerns the Town Clerk, it will be referred to the Council's Finance and Personnel Committee.
9. If your complaint concerns an employee, this will normally be dealt with by the Town Clerk, however, depending on the nature of the complaint this may be referred to the Council's Finance and Personnel Committee.
10. If your complaint concerns the Council's procedures, the Chairman will discuss it with the Town Clerk, and if necessary, will refer it to a full Council meeting.
11. The Clerk, the Chairman of the Council, or the Chairman of the Finance and Personnel Committee of the Council (as appropriate) will investigate each complaint, obtaining further information as necessary from you and/or from staff or members of the Council.
12. The Town Clerk, the Chairman of the Council or the Chairman of the Finance and Personnel Committee of the Council (as appropriate) will notify you within 20 working days 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 twenty working days timescale may have to be extended. If it is, you will be kept informed.)
13. If you are dissatisfied with our response to your complaint, you may ask for your complaint to be referred to the full Council (unless it has already been considered there) and (usually within eight weeks) you will be notified in writing of the outcome of the review of your original complaint.