



LANGPORT TOWN COUNCIL

Complaints Procedure

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, 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:
 - 2.1.1. speaking or writing to any Councillor
 - 2.1.2. attending a Councillors’ surgery
 - 2.1.3. writing to the Council in advance of the meeting at which the item is to be discussed
 - 2.1.4. 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>
The actions or inactions of a Council employee	The Town Clerk
The actions or inactions of the Town Clerk	The Town Clerk or the Chairman of the Finance & Personnel Committee
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 procedures or administration in person, by phone, or by writing to or emailing the Clerk. Contact details are set out below.
7. Wherever possible, the Town Clerk will try to resolve your complaint immediately. If this is not possible, the Clerk will normally acknowledge your complaint within five working days.
8. If you do not wish to report your complaint to the Town Clerk, you may make your complaint directly to the Chairman of the Council. Contact details are available on the Town Council's website.
9. Wherever possible, the Chairman will try to resolve your complaint immediately. If this is not possible, the Chairman will normally acknowledge your complaint within five working days.
 - 9.1. If your complaint concerns a Council employee, the Chairman will refer your complaint to the Finance and Personnel Committee of the Council.
 - 9.2. If your complaint concerns the Council's procedures, the Chairman will discuss your complaint with the Town Clerk, and if necessary, will refer it to a full Council meeting.
10. The Clerk, Chairman, or 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.
11. The Town Clerk or the Chairman of the Council 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.)
12. If you are dissatisfied with our 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.