

Council Complaints Procedure

1. Trowbridge 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 Complaints Procedure sets out how you may complain to the council and how we shall try to resolve your complaint.
2. This Complaints Procedure applies to complaints about council administration and procedures and may include complaints about how council employees have dealt with your concerns.
3. This Complaints Procedure does not apply to:
 - 3.1. 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.
 - 3.2. Complaints against councillors. Complaints against councillors are covered by the Code of Conduct for Members adopted by the Council on 26th June 2012 and, if a complaint against a councillor is received by the Town Clerk, it will be referred to a meeting of the Full Council. Such complaints may be referred to a Standards Committee of the Council, to be appointed for such purposes. If such complaints refer to failure to declare a disclosable pecuniary interest or other allegations of a criminal nature the Town Clerk will inform the police. Further information on the process of dealing with complaints against councillors may be obtained from the Monitoring Officer of Wiltshire Council.
4. 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 writing to the Council in advance of the meeting at which the item is to be discussed. There may also be the opportunity to raise your concerns in the public participation section of Council meetings. If you are unhappy with a Council decision, you may raise your concerns with the Council, but Standing Orders prevent the Council from re-opening issues for six months from the date of the decision, unless there are exceptional grounds to consider this necessary and the special process set out in the Standing Orders is followed.
5. You may make your complaint about the council's procedures or administration to the Town Clerk. You may do this in person, by phone, or by writing to or emailing the Town Clerk. The addresses and numbers are set out below.
6. Wherever possible, the Town Clerk will try to resolve your complaint immediately. If this is not possible, the Town Clerk will normally try to acknowledge your complaint within five working days.
7. If you do not wish to report your complaint to the Town Clerk, you may make your complaint directly to the Mayor who will report your complaint to the appropriate committee of the Council or to the Full Council.

8. The Town Clerk or the Committee of the Council or the Council (as appropriate) will investigate each complaint, obtaining further information as necessary from you and/or from staff or members of the Council.
9. The Town Clerk or the Mayor 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.)
10. If you are dissatisfied with the 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.

Contacts

The Town Clerk of Trowbridge Town Council
Mr. Lance Allan
Telephone: 01225 765072
Email: lance.allan@trowbridge.gov.uk

Or

The Mayor of Trowbridge

Address for both: The Civic Centre
St Stephen's Place
Trowbridge
Wiltshire
BA14 8AH

Other contact details and the name of the Mayor for the current civic year are available on the Town Council's web-site: www.trowbridge.gov.uk

Lance Allan – Town Clerk & Proper Officer

Signed Dated

This Procedure was approved at a meeting of the Full Council on 16 May 2017. This Procedure will be kept up to date as the size and nature of the Council changes and as new legislation is introduced. Otherwise the date of the next review is May 2021.