



BEVERLEY TOWN COUNCIL COMPLAINTS PROCEDURE

POLICY STATEMENT

This policy sets out procedures for dealing with complaints that anyone may have about Beverley Town Council's administration and procedures.

Beverley Town Council will not consider any anonymous communication.

In the event of serial facetious, vexatious or malicious complaints from a member of the public, the Council should consider taking legal advice before writing any letters to the complainant.

Beverley 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 the Council, or are unhappy about an action or lack of action by the Council, this Complaints Procedure sets out how you may complain to the council and how we shall try to resolve your complaint.

1.0 COMPLAINTS NOT DEALT WITH UNDER THIS PROCEDURE

- 1.1 Complaints about individual members of staff will be treated as employment matters and will be dealt with accordingly by Council's Personnel Committee using the Council's employment procedures.
- 1.2 Complaints about a Councillor are dealt with by the East Riding of Yorkshire Council's Standards Committee, who can be contacted as follows:-

The Monitoring Officer

Head of Legal and Democratic Services
East Riding of Yorkshire Council
County Hall
Cross Street
Beverley
East Riding of Yorkshire
HU17 9BA
Email: standards@eastriding.gov.uk

2.0 COMPLAINTS UNDER THIS PROCEDURE

- 2.1 This procedure deals with complaints against the administration of the Council, its procedures and services.
- 2.2 The Council views this complaints procedure as an effective way of dealing with any complaints received in an open and transparent way, thereby enhancing the reputation of the Council.
- 2.3 This procedure will be used where informal measures such as explanations by the Town Clerk or appropriate Officers have proved to be unsatisfactory to the complainant.

3.0 **PROCEDURE TO BE ADOPTED**

3.1 All parties will be treated fairly and the process will be reasonable, accessible and transparent.

Before Processing the Complaint

3.2 All formal complaints against the Council must be communicated in writing (see contact details below). In most cases it will be appropriate for the complaint to be addressed to the Clerk. If the complaint concerns the Clerk, it should be sent to the Mayor.

3.3 The complainant must be asked at the onset to confirm if he/she wishes the complaint to be treated confidentially. If confidentiality is waived by the complainant, the Council must comply with its obligations until the Data Protection Act 2018 to safeguard against the unlawful disclosure of personal data.

Receipt of the Complaint

3.5 The Town Clerk (or if the complaint concerns the Town Clerk, the Mayor) will acknowledge receipt of the complaint within 7 working days and advise the complainant when the matter will be considered by the Council or an appropriate Committee of the Council, which will consist of any three Members not previously involved in the complaint.

Investigating the Complaint

3.6 The Council will need to investigate the facts of the complaint and collate relevant evidence.

3.7 The complainant will be invited to attend a meeting and be accompanied by a representative if he or she so wishes.

3.8 The complainant will provide the Council with a copy of any documentation or other evidence to which he may wish to refer at the meeting within no less than 7 working days of the meeting i.e. excluding weekend Bank Holidays, the day of receipt and the day of the meeting. Similarly, the Council will provide the complainant with a copy of any documentation on which it will rely within the same timescales.

At the Meeting

3.9 The Committee will resolve whether or not to exclude the public or press from the meeting in accordance with the Council's Standing Orders and taking into account the matters to be discussed.

3.10 The Chairman will make introductions and explain procedures.

3.11 The complainant or his representative will be invited to present his case and the grounds for complaint.

3.12 Members will be invited to ask any questions of the complainant.

3.13 The Town Clerk or Chairman of the Committee will explain the Council's position with regard to the complaint, including any policies adopted by the Council relevant to the complaint.

3.14 Members will be invited to ask the Town Clerk or Chairman any questions relevant to the complaint.

3.15 The Town Clerk or Chairman followed by the complainant will be invited to summarise their case.

- 3.16 Officers and the complainant will be asked to leave the room whilst Members decide whether the complaint should be upheld and any remedy if appropriate. Should any point require further clarification, both parties will be invited back.
- 3.17 Officers and the complainant will be advised of the decision or when a decision will be made.
- 3.18 The decision of the Committee will be final.

After the Meeting

- 3.19 The decision will be confirmed in writing within seven working days. The Council should give reasons for its decision together with details of any action to be taken by the Council if this is appropriate.
- 3.20 The Council should notify the complainant in writing of the right to appeal its decision.

Contacts

Helen Watson
Town Clerk
12 Well Lane
Beverley
East Yorkshire
HU17 9BL
Telephone: 01482 874096
Email: Helen.watson@beverley.gov.uk

Mayor of Beverley
Contact the Town Council for contact information.
Telephone: 01482 874096
Email: clerk@beverley.gov.uk

Beverley Town Council adopted this Policy on:

25th February 2019

Signed 
Councillor Bryan Pearson, Mayor of Beverley

Signed 
Helen Watson, Town Clerk