

Complaints Procedure

The following procedure will be adopted for dealing with complaints regarding the Town Council other than complaints specifically about the conduct of a member of the Town Council which are not covered by this procedure.

1. If the complainant prefers not to put the complaint to the Clerk to the Council (because the matter relates to the Clerk, for example,) the complainant should be advised to write to the Chair.
2. The complainant must set out the complaint in writing giving the nature and details of the complaint together with the full name and address and contact details of the complainant. Correspondence should be addressed to the Clerk of Settle Town Council at Town Hall Market Place Settle, BD24 9EJ or email clerk@settletowncouncil.org.uk
3. Verbal or telephone complaints will not be accepted.
4. Receipt of the complaint will be acknowledged within 14 days of receipt. The letter will explain who the complaint has been passed to and who within 21 days will contact the complainant.
5. If the complaint has not been resolved by this time the person dealing with the complaint will give an update and the complainant will be told the latest date by which a full response will be given (this should generally not be more than a further 28 days).
6. Should the complainant have any concerns regarding the way the complaint is/has been handled please contact the Chairman Mr Daniele Balsamini Flat 4 Riverside, Giggleswick Settle BD24 0AW cllr balsamini@settletowncouncil.org.uk
7.
 - a) On receipt of a written complaint the person dealing with the complaint will not settle the complaint without first notifying any person complained about of the nature and details of the complaint and giving any person complained about the opportunity to comment on the complaint.
 - b) Where the Clerk to the Council or a Councillor receives a written complaint about the Clerks actions, he or she shall refer the complaint to the Chair of Council. The Clerk to the Council will be formally advised of the matter and given the opportunity to comment.
8.
 - a) Any written complaints received by the clerk or chair or member of the Council shall be reported to the Council at the next full Council meeting.
 - b) The Clerk to the Council (or Chair) will report any complaint disposed of by direct action with the complainant to the next meeting of the Council.
9. 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.



10. The Council may decide that the circumstances of any complaint warrant the matter being discussed in the absence of the press and public but any decision on the complaint will be announced at the Council meeting in public.
11. Within 14 days of a Council meeting at which a decision has been made on the merit of a complaint, the complainant will be notified in writing of the decision and of any action to be taken.
12. 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. [The timescales set out above shall not apply in this situation].

Signed Dated.....

Signed..... Dated.....