



# Tetbury Town Council



## **COMPLAINTS PROCEDURE**

1. If a complaint about procedures or administration is notified orally to a councillor or the Chief Executive Officer (CEO) to the Council, and it is not possible to satisfy the complainant in full immediately, the complainant shall be asked to put his/her complaint in writing to the CEO and receive an assurance on receipt that the matter will be dealt with promptly.

**Complaints should be forwarded in the first instance to:**

**Chief Executive Officer  
Tetbury Town Council  
The Old Court House  
63 Long Street  
Tetbury  
Gloucestershire  
GL8 8AA**

2. If a complainant indicates that he/she would prefer not to put the complaint to the CEO to the Council then he/she should be advised to forward the letter of complaint to the Mayor of Council.

**Tetbury Town Mayor:**

**The Mayor  
Tetbury Town Council  
The Old Court House  
63 Long Street  
Tetbury  
Gloucestershire  
GL8 8AA**

3. On receipt of a written complaint, the CEO to the Council or the Mayor, as the case may be, shall (except where the complaint is about his/her own actions) try to settle the complaint directly with the complainant within the existing policy of the council, but shall not do so in respect of a complaint about the behaviour of the CEO or a Councillor without



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notifying the person complained of and giving him/her an opportunity to comment on the manner in which it is intended to attempt to settle the complaint. Where the CEO to the Council or Mayor receives a written complaint about his/her own actions, he/she shall immediately refer the complaint to the council.

4. The CEO to the Council or the Mayor shall report to the next meeting of the Council any written complaint disposed of by direct action with the complainant.
5. The CEO to the Council or the Mayor shall bring any written complaint that cannot be settled to the next meeting of the council, and the CEO to the Council shall notify the complainant of the date on which the complaint will be considered.
6. The council shall consider whether the circumstances attaining to any complaint warrant the matter being discussed in the absence of the press and the public. If the matter is a complaint of the CEO to the Council such that the council or the CEO to the Council believes that the matter may lead to a disciplinary hearing, then the matter must be heard with the press and public excluded. In this event, if the complaint is of any employee, even if the matter is being dealt with initially out of the context of a formal disciplinary hearing, then the employee is entitled to have a representative present to act as set out in the Employment Relations Act 1999 s.10. The matter before the council in this case will be to establish whether there is a factual basis to the complaint and the action that should then be taken. The proceedings at this stage cannot be a formal disciplinary hearing, which must be convened on a separate occasion in the proper manner.
7. As soon as may be possible following the decision/findings of the Council any action to be taken regarding the compliant shall be communicated in writing to the complainant.
8. In the event of serial facetious, vexatious or malicious complaints from a member of the public the council will consider taking legal advice before writing any letters to the complainant.