

## Complaint Form

You are requested to complete this form on First Complaint and any Appeal.

**Please indicate First Complaint or Appeal:**

☐ First Complaint ☐ Appeal

Complete this form by giving brief details of your complaint and deliver it by hand or by post to the Town Council Offices (Officers of the Council will help you complete this form if necessary).

Your Name: \_\_\_\_\_

Your Address: \_\_\_\_\_

Your Telephone Number: \_\_\_\_\_

E-mail Address (if applicable) \_\_\_\_\_

What do you think the Council did wrong or failed to do?

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

How would you like this matter to be resolved?

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

What is the name of the person you contacted?

\_\_\_\_\_  
\_\_\_\_\_

When were you first aware of the matter you are complaining about?

\_\_\_\_\_  
\_\_\_\_\_

Have you complained to the Council about this before? If so when, and what was the outcome?

\_\_\_\_\_  
\_\_\_\_\_

Signed: \_\_\_\_\_

Date: \_\_\_\_\_

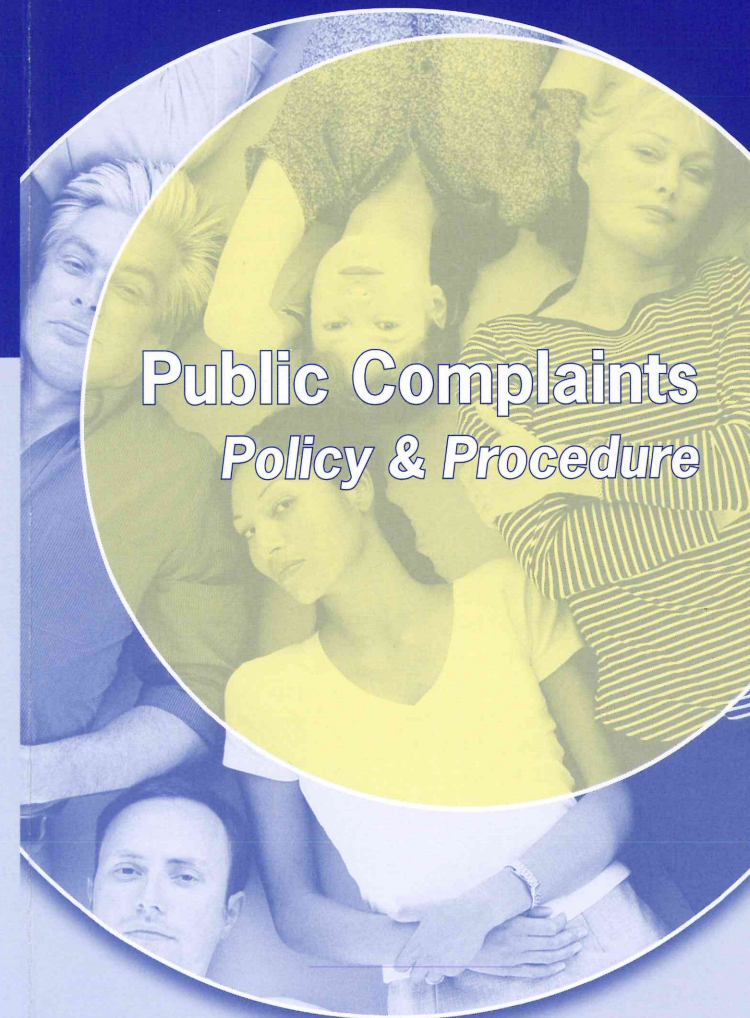
## Our Complaints Code

The Council will promote the awareness among staff the entitlement of customers to make a complaint and to be guided positively and efficiently through the complaints procedure.

The overall aim of the complaints system is to deal with complaints: swiftly, fairly and with understanding.

Remember these are your rights and every effort will be taken to resolve complaints satisfactorily.

# St Neots Town Council



## Public Complaints Policy & Procedure

St Neots Town Council  
Council Offices  
The Priory  
St Neots  
Cambridgeshire  
PE19 2BH

- by telephone:  
(01480) 388911
- by fax:  
(01480) 388915
- by e-mail:  
mail@sntc.co.uk

Please return to addresses shown overleaf

Your Guide to Making a Complaint





## Introduction

St Neots Town Council elected members and officers are here to serve you whether you live or work in the Town or are a visitor. In all we do we try to put customers first. However, like all organisations we sometimes make mistakes.

The Town Council makes a firm commitment to you, to listen to your complaint and respond quickly and fairly. We will do all we can to put matters right. If you are not satisfied with our response you have the right of Appeal to the Town Mayor.

## Complaints Procedure

**Informal route:** we would ask you to see if you can resolve the complaint with the officer or member concerned before proceeding further.

**Formal route:** to make a formal complaint you are requested to complete the complaint form attached to this leaflet. Other persons may make your complaint on your behalf, if you wish. Details of the procedure are set out in the Code of Practice in paragraph 4. below.

If you require help to complete the complaint form, please ask a member of the Council staff.

If you are not sure of the officer responsible for your complaint contact the Town Council office's reception desk where a member of staff will give you further advice.

If you prefer, you may also put your complaint in writing together with the complaint form.

The Council will not consider complaints submitted anonymously.

Help is also available from the Citizens Advice Bureau or your Town Councillor. His or her name may be obtained from the Town Council office's reception desk, your local library, the council's website: [www.sntc.co.uk](http://www.sntc.co.uk), or from any copy of the Council's newsletter "Priorities".

## Code of Practice

- 1 If a complaint about procedures or administration is notified orally to a Councillor or the Town Clerk 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 Town Clerk and receive an assurance on receipt that the matter will be dealt with promptly.
- 2 If a complainant indicates that he/she would prefer not to put the complaint to the Town Clerk then he/she should be advised to put it to the Town Mayor.
- 3 On receipt of a written complaint, the Town Clerk or the Town 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, but shall not do so in respect of a complaint about the behaviour of the Town Clerk or a Councillor without 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 Town Clerk or Town Mayor receives a written complaint about his/her own actions, he/she shall immediately refer the complaint to the Council.
- 4 The Town Clerk or the Town Mayor shall report to the next meeting of the Council any written complaint disposed of by direct action with the complainant.
- 5 The Town Clerk or the Town Mayor shall bring any written complaint which cannot be settled to the next meeting of the Council, and the Town Clerk shall notify the complainant of the date on which the complaint will be considered.
- 6 The Council shall consider whether the circumstances attending any complaint warrant the matter being discussed in the absence of the press and the public. If the matter is a complaint of the Town Clerk such that the Council or the Town Clerk 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 on their behalf 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 after the decision has been made and the nature of any action to be taken 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 should consider taking legal advice before writing any letters to the complainant.



## Dissatisfied with the Complain Decision?

If you are dissatisfied with the Town Council decision, you are advised to consult the Citizens Advice Bureau or a legal representative.

## Important Notes

Some complaints are covered by specific laws or Council Regulations and may be dealt with through different procedures. Advice on these procedures will be given to you if necessary.

## Assurances

All complaints will be dealt with confidentially within the Town Council's offices. The Town Council will not reveal your personal details to an outside party without your permission.

The complaints procedure ensures that your complaint will be dealt with as quickly and as fairly as possible.

The Town Council will use your complaint to help improve our services and to avoid similar problems in the future.

The service you receive from the Town Council will not be affected because you have complained.

If your complaint is extremely serious, it will be investigated by the Town Clerk personally.

Complaints relating to an individual officer will be dealt with by their Principal Officer.

## Turn Over for Complaint Form

### Where to forward your complaint

Please forward your complaint by the following methods:

- personally at the desk during office hours.

Office hours:  
Monday to Thursday  
9.00am to 5.00pm,  
Friday 9.00am to 4.30pm.

St Neots Town Council  
Council Offices  
The Priory  
St Neots  
Cambridgeshire  
PE19 2BH

- by post

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Council Offices  
The Priory  
St Neots  
Cambridgeshire  
PE19 2BH

- by telephone:  
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- by e-mail:  
[mail@sntc.co.uk](mailto:mail@sntc.co.uk)