

Lytchett Minster and Upton Town Council

Complaints Policy (updated July 2020)



Our Commitment to You

The Town Council intends to provide good local services and first class information on other services in the area. (The Town Council Help Centre (located at Council Offices, 1 Moorland Parade, 01202 632070) is open Monday to Thursday 9.00 am to 12.30 pm and Friday 9.30 am – 11.30 am to assist with general day-to day issues. However, if you have a concern about the standard of service, actions or lack of action by the Council or its staff or Councillors the following complaints procedure has been designed to deal with your concerns quickly and fairly. All complaints will be treated in a confidential manner.

How can you complain?

Complaints about an individual council employee -

In writing, in person, via email, website or by telephone to:

Town Clerk
Lytchett Minster and Upton Town Council
1 Moorland Parade, Moorland Way
Upton, Dorset
BH16 5JS
T: 01202 632070
E: office@lytchettminsterandupton-tc.gov.uk
W: www.lytchettminsteranduptontowncouncil.co.uk

- Or, if your complaint is about the Clerk, please address to 'Town Mayor'.

Complaints about the council service, administration or procedures -

In writing, in person, via email, website or by telephone to:

Town Clerk
Lytchett Minster and Upton Town Council
1 Moorland Parade, Moorland Way
Upton, Dorset
BH16 5JS
T: 01202 632070
E: office@lytchettminsterandupton-tc.gov.uk
W: www.lytchettminsteranduptontowncouncil.co.uk

Such complaints will be handled under the Council's complaints procedure

COMPLAINTS PROCEDURE FOR INDIVIDUAL COUNCIL EMPLOYEES, COUNCIL SERVICES, ADMINISTRATION OR PROCEDURES OF LYTCHETT MINSTER AND UPTON TOWN COUNCIL

The Town Council will:

- deal with your complaint in an understanding and sympathetic way
- acknowledge receipt of your complaint with 5 working days and let you know the name of the person dealing with your complaint
- respond to all complaints within 15 working days

WHAT HAPPENS TO MY COMPLAINT?

STAGE 1 The Town Clerk will consider your complaint and hopefully it will be resolved to your satisfaction, either by immediate action or a course of action agreeable to you. If you feel that the complaint cannot be resolved to your satisfaction, you can ask the Town Clerk to refer the matter to the Council's complaints sub committee.

STAGE 2 The Council's Complaints sub-committee comprises of four town councillors. Your complaint will be considered and investigated by the sub-committee. This may involve reviewing of the files and correspondence and undertaking interviews as necessary. Once satisfied that a full investigation has taken place, the sub-committee will write to you to inform you of the outcome of its findings and action proposed as a result.

The sub-committee shall be comprised of:

The Mayor or Deputy Mayor

A representative from each of the three Committees

It should be noted that aside from the Mayor/Deputy Mayor, members of the Complaints Sub-Committee will be changed for each complaint, and will depend on various circumstances of the individuals such as availability etc. Any Councillor having a pre-disposed interest in or a relationship with the complainant outside of councillor/resident (e.g. neighbour, family member) shall declare this, and will be excluded from participating in the complaints process on that occasion.

COMPLAINTS PROCEDURE FOR INDIVIDUAL ELECTED OR CO-OPTED COUNCILLORS OF LYTCHETT MINSTER AND UPTON TOWN COUNCIL

The public may complain using a variety of methods, as described below:

1. In writing to:

Complaints Team
Freepost
Business Reply Licence number RRYH-AGJZ-TRGG
Colliton Park
Dorchester
Dorset
DT1 1XJ

2. By Phone:

01305 221061

3. On-Line:

Or on-line by completing the form:

<https://www.dorsetcouncil.gov.uk/your-council/complaints-to-dorset-council.aspx>

All such complaints will be investigated by the Dorset Council procedure.

Adopted July 20
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