



Wilton Town Council

Complaints Procedure

A procedure to be followed when dealing with complaints made about the Council



The Council Offices
Kingsbury Square
Wilton SP2 0BA



01722 742093



[Email the clerk](#)



[Wilton TC Website](#)

Legal context

While there is no specific legislation relating to complaints, Wilton Town Council follows the guidance issued by the National Association of Local Councils.

The purpose of this policy

Wilton Town Council aims to give excellent service to all of our customers. If we do get something wrong, we want to try to put it right quickly and learn from our mistake to help improve services in the future.

This policy sets out how we deal with complaints.

10 November, 2018

1. **Complaints about an employee.**

If a member of the public has a complaint about an employee of the Town Council, they should contact the Chairman of the Town Council. The matter will be dealt with internally as an employment matter, and appropriate action taken as required.

2. **Complaints about a Councillor.**

Councillors are subject to the jurisdiction of the Standards Board for England via Wiltshire Council's Standards Committee, and complainants are advised to contact the Monitoring Officer of Wiltshire Council for further information.

3. **Complaints about the administration or procedures of the Town Council.**

Prior to the meeting

- a. The complainant shall be asked to put their complaint in writing to the clerk. If the complainant does not wish to write to the clerk, they may be advised to write to the chairman instead.
- b. The clerk shall acknowledge receipt of the complaint within two working days, and advise the complainant when the matter will be considered by the council.
- c. The complainant shall be invited to attend the relevant meeting, and to bring with them such representation as they wish.
- d. Seven clear working days prior to the meeting, the complainant shall provide the council with copies of any documentation or other evidence, which they wish to refer to at the meeting. The Council shall similarly supply the complainant with copies of any documentation it wishes to rely on at the meeting.

At the meeting:

- a. The council shall consider whether the circumstances of the meeting warrant the exclusion of the public and the press. Any decision on the complaint shall be announced at the council meeting in public.
- b. The chairman is to introduce everyone and explain the procedure.
- c. The complainant (or representative) shall outline the grounds for the complaint.
- d. The members shall ask any questions of the complainant.
- e. If relevant, the clerk shall explain the council's position.
- f. Members shall ask any questions of the clerk.
- g. Clerk and complainant to be offered the opportunity of the last word – in this order.
- h. The clerk and complainant shall be asked to leave the room while members decide whether or not the grounds for complaint have been made. If a point of clarification is necessary, both parties shall be invited back.
- i. Clerk and complainant shall return to hear the decision, or be advised when the decision shall be made.

After the meeting:

The decision shall be confirmed in writing to the complainant within seven working days, together with details of any action to be taken.