



# Wilton Town Council

## Complaints Policy

Adopted by Wilton Town Council on 4<sup>th</sup> April 2023

Minute reference; 058/23 (ii)

Review date; March 2025

## 1 Do I need to lodge a Complaint?

- a. Wherever possible, the Council hopes to resolve concerns, prior to a complaint being lodged.
- b. The first step is to contact the Council (see paragraph 2 below) to express concerns about, for example: play equipment; hedge cutting; procedures at a meeting.
- c. The Clerk should be able to do either of the following:
  - clarify a misunderstanding;
  - confirm the matter is already in hand;
  - explain next steps and timescales.
- d. Should you remain dissatisfied after the timescales given, you may choose to lodge a complaint.
- e. Should it be felt appropriate, in the opinion of the Town Clerk or the Mayor, the initial enquiry may be escalated to a complaint.

## 2. Complaints

- a. Complaints should be submitted in writing to:

Town Clerk  
Wilton Town Council, Council Offices, Kingsbury Square, Wilton, SP2 0BA

or via email to:  
[clerk@wiltontowncouncil.gov.uk](mailto:clerk@wiltontowncouncil.gov.uk)

- b. The complaint must give as much detail as possible in words, photographs, copy documents etc, where applicable.
- c. The complaint will be acknowledged within five working days, by the same method it was received.
- d. The acknowledgement will give expected next steps and timescales.
- e. Records of complaints will be kept, detailing actions undertaken, correspondence and outcomes.

## 3. Complaints about Councillors

- a. Councillors are required to comply with the Council's adopted [Code of Conduct](#)
- b. If, having read the Code of Conduct, you consider that a councillor may have been in breach of it and you wish to complain, please complete the [Members complaint form \(Word doc\) \[151KB\] - download form](#) and either:
  - I. email it to [governance@wiltshire.gov.uk](mailto:governance@wiltshire.gov.uk)
  - II. print off and post to:  
The Monitoring Officer  
Wiltshire Council  
Trowbridge  
Wiltshire  
BA14 8JN
- c. More information is available on the Wiltshire Council website [Complaints about Councillors](#)

#### **4. Complaints about Employees**

- a. A complaint about an employee of the Town Council must be made in writing to the Town Clerk, setting out the reasons for the complaint and providing any supplementary information that will assist an investigation.
- b. Complaints will be processed in accordance with the council's [Disciplinary Policy](#)
- c. A complaint about the Town Clerk must be made to the Mayor, setting out the reasons for the complaint and providing any supplementary information that will assist an investigation.

#### **5. Complaints about the Council, Committees or Decisions**

- a. Complaints about the activity or decisions of the council should be made to the Town Clerk. Where possible, the complainant should provide the paragraph number of the Agenda or Minutes corresponding to the meeting in question.
- b. The council will only consider complaints about its formal (council/committee) decisions where the complainant puts forward evidence to suggest that the council has erred in its decision making. Please refer to the Council's [Standing Orders](#).
- c. The complaint will be considered by the Complaints Panel made up of the Town Clerk, the Mayor and Chairman of the relevant committee.
- d. The panel will seek to resolve the complaint and will write to the complainant, explaining its decision and any action taken.
- e. The panel may escalate the complaint to the appropriate committee or Full Council, should the panel be unable to resolve it.
- f. Should the complainant be dissatisfied with the response from the panel, the panel may at its discretion refer the complaint to the appropriate committee or Full Council and the complainant will be invited to address that meeting.

#### **6. Frivolous and Vexatious Complaints**

- a. If the Council feels a complaint does not have a serious purpose or value, it will deem the complaint to be frivolous.
- b. If the complaint is deemed frivolous, the Town Clerk will write to the complainant to explain the reasons for the decision
- c. A vexatious complainant is one who persists unreasonably with their complaints or makes complaints in order to inconvenience the Council rather than genuinely resolve an issue. This may include making serial complaints about different issues or continuing to raise the same or similar matters repeatedly.
- d. The Council reserves the right not to acknowledge or respond to vexatious complaints. Complaints will still be read in case they contain new information.
- e. If a complainant is to be classified as vexatious they shall be informed so and given a timescale of how long this will remain the case.
- f. Should a vexatious complainant make a new complaint about a new issue, it will be treated on merit.