

Complaints Procedure

Bewdley Town Council is committed to providing a quality service for the benefit of the people who live, work and visit the area. If you are dissatisfied with the standard of service you have received from the Council or are unhappy about an action or lack of action by the Council, this Complaints Procedure sets out how you may complain to the Council and how the Council will endeavour to resolve your complaint.

1. The following procedure applies to complaints about the council's administration or its procedures and may include complaints about how Council employees have dealt with your concerns. Complaints about a policy decision made by the Council will be referred back to the Council, or relevant committee, as appropriate, for consideration.
2. It is not appropriate to deal with all complaints using this procedure. For example, complaints about financial irregularity, criminal activity, councillor or employee conduct require special consideration or may be subject to other Council or third-party procedures. If your complaint does not fall within the scope of this procedure, please contact either the Town Clerk or the Mayor for further advice.
3. This procedure does not cover complaints about the conduct of Councillors. Any complaints relating to Councillors are dealt with under the Council's Code of Conduct and standards process. These complaints should be referred directly to the Monitoring Officer of Wyre Forest District Council. Details can be found at the following address: <https://www.wyreforestdc.gov.uk/your-council/councillors-committees-and-meetings/complaints-against-councillors/>
4. A complaint about procedures, administration, or the actions of any of the council's employees can be made in person, by phone, in writing or by email to the Town Clerk on the contact details listed on the council website.
5. A written record of the complaint will be made, noting the name and contact details of the complainant and the nature of the complaint. A Council Complaint Report Form will be required to be completed by the complainant., provided at the end page of this policy.
6. The Clerk will endeavour to resolve complaints immediately; where this is not possible, the Town Clerk will acknowledge receipt of a complaint within 5 working days.
7. If the complainant prefers not to put the complaint to the Town Clerk (because the matter relates to the Town Clerk, for example,) they should be advised to forward a completed complaint form to the Mayor. Please refer to the council website for details of the current Mayor.

8. On receipt of a completed complaint form:
 - i. On receiving a complaint form the council will investigate the matter fully and obtain further information as required.
 - ii. In the first instance, your complaint will be investigated by the Town Clerk. If this is not acceptable or if the Town Clerk does not feel that it is appropriate the complaint will be investigated by the Mayor.
 - iii. If neither the Town Clerk nor the Mayor can investigate, the complaint will be referred to another relevant council member.
 - iv. The Town Council will seek to settle the complaint directly with the complainant. This will not be done without first notifying any person complained about and giving him or her an opportunity to comment. Efforts should be made to resolve the complaint at this stage.
 - v. The Town Council may be able to give you an answer straight away. If not, it will use its best endeavours to notify complainants, by email or in writing, of the outcome of a complaint within 10 working days of hearing from you. If an answer cannot be provided within 10 working days a progress report will be given explaining why more time is required to investigate further, notification will also be produced of when a full answer should be expected.
9. Complaints should be dealt with promptly. In general complaints will be dealt with within 30 working days of receipt, although this time limit may be extended with the agreement of the complainant, or where the Council feels it necessary to take legal or other advice.
10. Where it appears that the complaint includes an allegation that a criminal offence has been committed, the Clerk in conjunction with the relevant committee may deal with the complaint by referring it to the police.
11. The Council will be notified of any complaint and any conclusion or on-going progress, at the next meeting of the Town Council.
12. The Council may consider whether the circumstances of any complaint warrant the matter being discussed in the absence of the press and public, but any decision on the complaint will be announced at the Council meeting in public.
13. If the Council considers that a complaint alleges misconduct by an employee, the decision on the complaint may be deferred until the allegation has been dealt with under the Council's disciplinary procedure.
14. As soon as possible after the decision has been made (and in any event not later than 10 days after the meeting) the complainant will be notified in writing of the decision and any action to be taken.
15. If a complainant is dissatisfied with the outcome of the investigation, they may request that it be referred to the full Council. If procedures permit, and the information required by the Council is available, the complaint will be heard at the next Council meeting. If this is not possible, the complaint will be heard at the following Council meeting.

Please complete this form when making a complaint to Bewdley Town Council under its Complaints Procedure.

Name		
Address		
Telephone No		
Email address		
Provide here the details of your complaint (Continue overleaf if necessary)		
Have you spoken to, emailed or written to anyone at the Council about your complaint?	Yes	No
If Yes, provide their name:		
What happened as a result of this contact? (Continue overleaf if necessary)		
What would be the best way for the Council to resolve your complaint? (Continue overleaf if necessary)		

Please return this completed form either by post to:

Bewdley Town Council – Please refer to bewdleytowncouncil.org/contact-bewdley-town-council/