

HEANOR AND LOSCOE TOWN COUNCIL COMPLAINTS PROCEDURE

1. Heanor and Loscoe Town Council is committed to providing a quality service for the benefit of the people who live or work in its area or are visitors to the locality. If you are dissatisfied with the standard of service you have received from this council, or are unhappy about an action or lack of action by this council, this Complaints Procedure sets out how you may complain to the council and how we shall try and resolve your complaint.
2. This Complaints Procedure applies to complaints about council administration and procedures and may include complaints about how council employees have dealt with your concerns.
3. This Complaints Procedure does not apply to:
 - 3.1 complaints by one council employee against another council employee, or between a council employee and the council as an employer. These matters are dealt with under the council's disciplinary and grievance procedures.
 - 3.2 complaints about Councillors; Complaints against Councillors are covered by the Code of Conduct for Members adopted by the Council on 4 October 2012 and, if a complaint against a councillor is received by the council, it will be referred to the Standards Committee of Amber Valley Borough Council. Further information on the process of dealing with complaints against Councillors may be obtained from the Monitoring Officer of Amber Valley Borough Council.

Stage 1 - Receipt and consideration of Complaint

4. Your complaint should be in writing to the Town Clerk, and where possible the Clerk will normally try to acknowledge your complaint within seven working days.
5. If you do not wish to report your complaint to the Town Clerk you may make your complaint directly to the Mayor of the Town Council.
6. The Town Clerk, or the Mayor (as appropriate), and two members of the Complaints Committee will investigate each complaint, obtaining further information as necessary from you and/or from staff or members of the council.
7. The Town Clerk or the Mayor will notify you within 20 working days of the outcome of your complaint and what action (if any) the Council proposes to take as a result of your complaint. (In exceptional cases the twenty working days timescale may have to be extended. If this is the case you will be kept informed).
8. If you are dissatisfied with the response to your complaint, you may ask for your complaint to be referred to the Full Council.

Stage 2 - Appeals

9. The complaint shall be considered by the Full Council, who will determine the outcome.
 - 9.1 The Town Mayor to introduce everyone.
 - 9.2 The Town Mayor to explain the procedure.
 - 9.3 The complainant (or representative) to outline grounds for complaint.
 - 9.4 Members to ask any questions of the complainant.
 - 9.5 If relevant, the Clerk to explain the Council's position. The complainant may ask questions of the Clerk.
 - 9.6 Members to ask any questions of the Clerk.
 - 9.7 The Clerk and complainant to be offered opportunity of last word (in this order).
 - 9.8 The Clerk and complainant be asked to leave the room whilst members decide whether or not the grounds of the complaint have been made. (If a point of clarification is necessary both parties to be invited back).
 - 9.9 The Clerk and complainant return to hear decision, or to be advised when decision will be made.