

# WELLINGTON TOWN COUNCIL

## FORMAL COMPLAINTS PROCEDURE



Wellington Town Council recognises that from time to time there will be concerns expressed by members of the public over the activities of the Council or one of its members or employees. This is the Council's procedure for the handling of complaints which allows people to have a form of address to the Council if they feel they have a complaint, or have been unfairly treated in their dealings with Council staff, Councillors, the Council or its Committees.

The postal address of the Town Clerk is as follows:

Mrs K. Roper, Town Clerk, Wellington Town Council  
Civic Offices, Larkin Way, Tan Bank  
Wellington, Telford TF1 1LX or alternatively by e-mail at [karen.roper@telford.gov.uk](mailto:karen.roper@telford.gov.uk)

If the complaint is about the Town Clerk, the complaint can be sent directly to the

Town Mayor addressed as 'Strictly Confidential'  
The Town Mayor, Wellington Town Council  
Civic Offices, Larkin Way, Tan Bank  
Wellington, Telford TF1 1LX or alternatively by e-mail at [philjo40@tiscali.co.uk](mailto:philjo40@tiscali.co.uk)

All complaints must be dealt with in writing (either by post or via email) to ensure a complete paper trail record is kept.

**1.0 DEFINITION OF A COMPLAINT:** A complaint may be generally defined as an expression of dissatisfaction about a service which requires a response, such as:-

- The Council has not done something it has a duty to do or normally does;
- The Council has done something it has no right to do or does not normally do as a matter of established practice;
- The conduct or behaviour of an employee/member is unsatisfactory;
- The established levels of service delivery are not reached;
- A person does not understand or is not informed of why or how a situation arose or exists;
- An adopted and known procedure is not followed

**2.0 COMPLAINTS ABOUT COUNCIL SERVICES:** All complaints relating to the services of the Council will be addressed by the Town Clerk who will:

- 2.1. Acknowledge receipt of the complaint in writing within 5 working days of receipt and try to settle the complaint in the first instance.
- 2.2 The Town Clerk shall notify the Mayor, Deputy Mayor or Chairman of the appropriate Committee of the complaint.
- 2.3 If the Town Clerk, Mayor, Deputy Mayor or Chairman of the appropriate Committee cannot respond to a complaint within 28 days, a holding letter to the complainant should be sent and/or an extension will be offered and agreed upon
- 2.4 The Complainant may be invited to attend and would be entitled to bring a supporter to a meeting made up of the Town Clerk, the Mayor and the Chairman of the appropriate Committee to explain the nature of their complaint, in the absence of the press and public.

- 2.5 The Town Clerk will communicate in writing the decision that has been made by the meeting and the nature of any action taken.
- 2.6 Right of Appeal – any appeal will be dealt with by the Deputy Mayor and an Appeals Committee made up of councillors who did not consider the complaint in the first instance.

### **3.0 COMPLAINTS AGAINST AN OFFICER OF THE COUNCIL**

- 3.1 All complaints about employees of Wellington Town Council must be made in writing (by post or email) and addressed to the Town Clerk who will acknowledge receipt of the complaint in writing within 5 working days of receipt.
- 3.2 If the complaint is against the Town Clerk, it should be submitted in writing (by post or via email) to the Town Mayor who will acknowledge receipt of the complaint in writing within 5 working days of receiving it.
- 3.3 If the Town Clerk or Mayor cannot respond to a complaint within 28 days, a holding letter to the complainant should be sent and/or an extension will be offered and agreed upon
- 3.4 Upon receipt of a complaint made against the actions of an employee, the Town Clerk must also notify the person and offer them the opportunity for comment on the matter. The Town Clerk will try and settle the complaint in the first instance.
- 3.5 If the complaint is made against the Town Clerk, the Mayor must notify the Clerk and offer him/her the opportunity to comment on the matter. The Mayor will try and settle the complaint in the first instance.
- 3.6 The Clerk in consultation with the Mayor will have the discretion to decide if the name of the complainant should or should not be disclosed to the Council member or Employee named in the complaint. If the complaint is about the Clerk, the Mayor in consultation with the Chairman of Policy and Resources Committee will have the discretion to decide disclosure of the name of the complainant to the Clerk. *(This may be appropriate in circumstances such as where there was a danger to safety or if revealing the name might affect the outcome of the investigation).*
- 3.7 If a complaint made against an Employee of the Council and the matter cannot be settled in the first instance, it will be considered as an employment issue and a meeting of the Personnel Committee, chaired by the Deputy Mayor, shall be called to deal with the issue.
- 3.8 The Complainant may be invited to attend and would be entitled to bring a supporter to a meeting to explain the nature of their complaint, in the absence of the press and public.
- 3.9 Persons mentioned in the complaint would be entitled to bring a supporter and will have the opportunity to explain the nature of their actions to the meeting, in the absence of the press and public.
- 3.10 The Town Clerk will communicate in writing the decision that has been made by the Personnel Committee and the nature of any action taken.
- 3.11 Right of Appeal – any appeal will be dealt with by the Mayor and an Appeals Committee made up of councillors who did not consider the complaint in the first instance.

### **4.0 COMPLAINTS AGAINST A MEMBER OF THE COUNCIL**

Town Councillors sign up to a Code of Conduct on taking office. A member of the public who wishes to submit a complaint for breach of this Code should do so to the Monitoring Officer of Telford & Wrekin Council

Mr J Eatough, Monitoring Officer, Telford & Wrekin Council  
Addenbrooke House, Ironmasters Way  
Telford. TF3 4NT or alternatively by e-mail at [monitoring.officer@telford.gov.uk](mailto:monitoring.officer@telford.gov.uk)

A copy of the Standards of Conduct document can be obtained from the link below:  
[http://www.telford.gov.uk/downloads/file/844/standards\\_of\\_conduct](http://www.telford.gov.uk/downloads/file/844/standards_of_conduct)