

# Oswestry Town Council

## Complaints Policy

### **Purpose**

Oswestry Town Council aims to provide good quality services. This procedure deals with complaints to the Town Council about its actions, processes and administration. This policy is relevant if the action was taken or the service provided by the Council itself or a person or body acting on behalf of the Council.

Freedom of Information requests are dealt with through prescribed processes.

### **Procedure**

1. All complaints must be submitted in writing. The Council will not consider anonymous complaints therefore a name and contact address must be included with all correspondence. Complaints should enclose as much information as possible.
2. Receipt of the complaint will be acknowledged by either the Town Clerk or the Mayor in 7 working days. It is hoped to be able to resolve most complaints immediately, however an investigation may need to be undertaken.
3. On receipt of the complaint, the Town Clerk or the Mayor (if the complaint related to the Clerk) will seek to settle the complaint directly with the complainant. This will not be done without first notifying any person complained about, giving them an opportunity to comment.
4. If the written complaint has not been settled, the Town Clerk or the Mayor shall bring to the next meeting of the Council. The Town Clerk shall notify the complainant of the date on which the complaint will be considered.

5. The Council shall consider whether the circumstances attending any complaint warrant the matter being discussed in the absence of the press and the public but any decision on a complaint shall be announced at the Council meeting in public.
6. As soon as possible after the decision has been made, it and the nature of any action to be taken shall be communicated in writing to the complainant.
7. The Council shall defer dealing with any written complaint only if it is of the opinion that issues of law or practise arise on which advice is necessary. The complaint shall be dealt with at the next meeting after the advice has been received.
8. The Council will maintain a record of all complaints made to the Council and a report produced annually for the Audit, Performance and Procurement Panel.

### **Complaints about Councillors**

All Councillors sign to undertake to observe the Code of Conduct adopted by the Town Council from the Shropshire Council Code of Conduct. A full copy of the Code of Conduct is available on the Town Council's website at [www.oswestry-tc.gov.uk](http://www.oswestry-tc.gov.uk). If after studying the Code of Conduct a complainant feels a Councillor has broken any of the rules in the Code of Conduct, they should refer the complaint directly to:

The Monitoring Officer  
Shropshire Council  
The Shirehall  
Abbey Foregate  
Shrewsbury  
SY2 6ND

### **Complaints against the Clerk**

Complaints should be in writing to the Mayor:

The Mayor  
Oswestry Town Council  
The Guildhall  
Oswestry  
SY11 1PZ

**Any other complaints** should be put in writing to the Town Clerk:

Arren Roberts – Town Clerk  
Oswestry Town Council  
The Guildhall  
Oswestry  
SY11 1PZ

**Reviewed and updated 19<sup>th</sup> November 2020**