

COMPLAINTS POLICY

BA071/17	6. COMPLAINTS POLICY AND HABITUAL AND VEXATIOUS COMPLAINTS
	After the Town Clerk had presented his report standing orders were suspended sufficiently to allow a county councillor to speak. After the reinstatement of standing orders members RESOLVED that they wished to adopt the de facto complaints policy as the policy for the council.

1. All correspondence, including complaints, is recorded in the Correspondence Log, which makes it unnecessary to have a complaints log. The Correspondence Log is reported to each council meeting.
2. Complaints about the performance of the council are responded to by the Town Clerk; in the event that a member of the public is dissatisfied with the response, the matter is reported by the Town Clerk to Council for their decision, which is final.
3. Complaints about the performance of staff are handled in first instance by the Town Clerk, with a right of appeal on the part of the Staff involved to the Budget and Administration Committee, and then, ultimately, to Council.
4. Complaints about the performance of the Town Clerk by individuals other than councillors are handled by the Town Clerk Line Management (Staffing and Corporate Resources) Committee of the Budget and Administration Committee, with appeals going to Council where necessary.