



PORTLAND
TOWN COUNCIL

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COMPLAINTS POLICY

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009	Complaints Policy 02/05/2023	Council	Full Council 17-05-2023	May 2025
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1. Informal Complaints

Complaints may be given orally or in writing to any Officer or Councillor. Where the complaint is about the Town Clerk, the complaint should be notified to the Chairman of the Council.

The complainant should be offered a copy of the Council's Complaints Policy at this stage.

It is hoped that the complaint can be dealt with at an informal local level in consultation with the employee to whom it refers. The response should be given to the complainant within 3 working days.

If after receiving the response, the complainant remains unhappy, they can escalate the matter to a Formal Complaint.

In the event of a seemingly serial facetious, vexatious or malicious complaint from a member of the public, the Council should consider taking legal advice before writing any letters to the complainant.

2. Formal Complaints

If the complainant feels very strongly about a matter, they may lodge a Formal Complaint with the Council and this should be submitted in writing to the Town Clerk. Where the complaint is about the Town Clerk, the complaint should be notified to the Chairman of the Council.

The letter must state that a Formal Complaint is being made and include the following information:

- Name, address, and telephone number of the complainant
- Who is the complaint about or the full nature of what the complaint is about
- How the issue has affected the complainant
- Copies of any relevant documents
- Details of third parties and their involvement
- What action the complainant believes might resolve the complaint

Receipt of the letter will be acknowledged within 2 working days and the complainant advised that the Town Clerk will investigate the complaint and respond within 10 working days. The complainant should be offered a copy of the Council's Code of Practice for Handling Complaints and a meeting with the complainant may be considered appropriate at this stage.

Any complaint about a Council employee will normally be dealt with as an employment matter in accordance with the employee's Contract of Employment and the Council's disciplinary and capability procedures.

3. Complaints Committee

If the complainant feels that the matter has not been resolved fully after lodging a Formal Complaint to the Town Clerk, then they may request in writing that a Complaints Committee is convened to consider the complaint. A Complaints Committee will consist of three members of the Staffing and Training Committee and the Town Clerk (if the complaint relates to the Town Clerk then the Chairman will sit in their place).

On receipt of the written complaint, the Town Clerk will acknowledge the letter and advise that the Complaints Committee will call a meeting to discuss the complaint within 21 days of receipt of the letter

The complainant will be notified of the date of the meeting and asked for their comments, evidence and documentation in writing prior to the meeting. They or their representative will be able to address the Committee however must leave the room whilst the Committee considers the complaint

and its decision and response. The Committee must establish at its meeting whether there is a factual basis to the complaint and, if so, what action should then be taken.

Once a decision has been made the complainant will be advised verbally and within 7 days, the recommendations of the Committee will be sent in writing to the complainant.

The Council may defer dealing with any complaint if it is of the opinion that issues arise on which further advice is necessary. The complainant will be advised in writing of this delay. The advice will be considered, and the complaint dealt with at the next appropriate meeting.

4. Appeals

The Council will appoint a separate Appeal Panel to whom a complainant may appeal against the decision of the Complaints Committee. The membership of the Appeal Panel will not include any member of the Complaints Committee, nor any Councillor involved in the original complaint.

Requests to refer the decision of the Complaints Committee to the Appeal Panel must be made in writing to either the Town Clerk or Chairman of the Council within 10 working days of receipt of the decision letter.

An appeal hearing will be arranged within 20 working days of receipt of the appeal letter. A meeting of the appeal Panel will convene to investigate the whole complaint again. The Appeal Panel must follow the same procedure as the Complaints panel.

The Chairman of the Appeals Committee will respond in writing within 20 working days. This decision is final and there is no further right of appeal. However, where all parties agree that there would be some merit in referring the matter to a third party for advice, conciliation or arbitration, arrangements will then be made to find a mutually acceptable third party.

5. Recording of Complaints

For future reference and in the interest of continually improving the Council's service, also for the sake of transparency of the Council), when complaints have been dealt with under the Complaints Procedure, it will be recorded by the Town Clerk. The name of the complainant will be reported only if they have given their consent to be mentioned. The record should note the nature of the complaint, the reasons for the decisions made and what actions might need to be taken in the future (if any).