Newent Town Council

Complaints Procedure

To be reviewed Annually

(Adopted by Council 26.09.2016 to be reviewed annually)
(Reviewed and Re-adopted without change on 22 January 2018, 28 January 2019 and 27 January 2020; Reviewed 28.02.22)

1. Newent 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 to resolve your complaint.

2. This Complaints Procedure applies to complaints about Council administration and procedures and may include complaints about how the Council has 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 employer. These matters are dealt with under the Council's Disciplinary and Grievance Procedures.   If your complaint relates to an individual employee, you may be assured that it will be taken seriously and dealt with appropriately.

    3.2 Complaints against Councillors. Complaints against Councillors are covered by the Code of Conduct for Members adopted by the Town Council.

    All complaints should be made to the Monitoring Officer at the Forest of Dean District Council.

    If a complaint against a Councillor is received by the Town Council, it will be referred to the Monitoring Officer at the Forest of Dean District Council.

    Further information on the process of dealing with complaints against Councillors may be obtained from the Monitoring Officer of the Forest of Dean District Council.

    Monitoring Officer Sian Roxborough Sian.Roxborough@fdean.gov.uk
    Telephone 01594 812537

4. The appropriate time for influencing Council decision-making is by raising your concerns before the Council debates and votes on a matter. You may do this by writing to the Council in advance of the meeting at which the item is to be discussed. There is also the opportunity to raise your concerns in the public participation section of Council meetings. If you are unhappy with a Council decision, you may raise your concerns with the Council, but Standing Orders prevent the Council from re-opening issues for six months from the date of the decision, unless there are exceptional grounds to consider this necessary and the special process set out in the Standing Orders is followed.

5. You may make your complaint about the Council's procedures or administration to the Town Clerk. You may do this in person or by writing to the Town Clerk at 1st Floor, Community Centre, Ross Road, Newent, Glos, GL18 1BD or emailing townclerk@newenttowncouncil.gov.uk or telephoning 01531 820638.

6. The Town Clerk will normally try to acknowledge your complaint within five working days and wherever possible will try and resolve your complaint within a further fifteen working days.

7. If you do not wish to report your complaint to the Town Clerk or do not wish the Town Clerk to deal with your complaint, you may make your complaint directly to the Mayor of the Council who will report your complaint to the Council.

8. The Town Clerk or the Mayor will investigate each complaint, obtaining further information as necessary from you and/or from staff or members of the Council.

9. The Town Clerk or the Mayor of the Council will notify you within twenty working days of the outcome of your complaint and of 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 it is, you will be kept informed.

10. If you are dissatisfied with the response to your complaint, you may ask for your complaint to be referred to the Full Council and usually within eight weeks you will be notified in writing of the outcome of the review of your original complaint. The Full Council's decision is final.