



PROCEDURE FOR HANDLING COMPLAINTS

A complaint may be made by anyone who feels that they have had a poor service from the Town Council. Your complaint will be kept confidential at all times and the following procedures will apply:

1. Complaints must be submitted to the Town Clerk:
 - In person
 - By telephone
 - In writing
 - Via Email to vanessa@wareham-tc.gov.uk
2. Complaints must include the following details:
 - The nature of the complaint in detail
 - The subject of the complaint, if any (e.g. staff member/councillor)
 - The remedy sought
3. The Town Clerk will send a copy of the complaint to the Mayor.
4. The Mayor, in consultation with the Town Clerk, will contact the parties concerned in an effort to reach an amicable solution to the complaint.
5. A copy of the written complaint will be despatched by the Town Clerk to the subject of the complaint.
6. If an amicable solution cannot be reached by the above means, a Complaints Working Party, comprising of the Mayor plus three members of the Town Council, will be established and convened as soon as reasonably practicable.
7. The Complaints Working Party will meet on a date and time and at a place to be determined by the Mayor, in consultation with the Town Clerk, providing that none of them are subject to complaint. The quorum for the meeting will be three.
8. If possible, the complaint will be dealt with by way of consideration of written representations.
9. If this is not possible, both parties to the complaint will be invited to attend in person and they may be accompanied by an advisor/representative.

10. Where the complaint is heard in person rather than by written representations the following procedure will apply:-

- The Mayor will invite the complainant to state in full the details of the complaint.
- The subject of the complaint will be invited to question the complainant.
- The members of the Complaints Working Party will be allowed to question the complainant.
- The subject will be invited to answer the complaint.
- The complainant will be invited to question the subject.
- The members of the Complaints Working Party will be allowed to question the subject.
- The complainant will sum up.
- The subject of the complaint will sum up.
- The complainant and the subject will withdraw.
- The Complaints Working Party will consider the evidence and come to decision in respect of the complaint.
Where the complaint is upheld in full or in part the Complaints Working Party will recommend a remedy to the complaint.
- The complainant and the subject of the complaint will be invited back into the meeting and advised of the decision.

The Complaints Working Party shall forward details of any complaint and the manner in which it has been dealt with, via the Town Clerk, for report to the next full meeting of the Town Council.

N.B.

- Should the complaint be against the Mayor, the Deputy Mayor will lead the proceedings.
- Should the complaint be against the Clerk, the Clerk will not attend the Complaints Working Party meeting.

WAREHAM TOWN COUNCIL COMPLAINT MONITORING FORM

Complaint No.

Date Complaint received:	
Name of Complainant:	Address:
Telephone number:	
Reasons / Details of Complaint (Who? What? Where? When? etc (use overleaf if necessary)):	
Complaint Assessed by:	Date:
<input type="checkbox"/> Holding Letter Sent.	
Member of Council to take action	Timescale for completion:
Immediate Action required:	
Member of Council to take action:	Timescale for completion:
Preventative Action required (How can the complaint be prevented from happening again):	
Findings and Actions taken: (Please explain your answer)	
The complaint was found to be: Justified <input type="checkbox"/> Partly Justified <input type="checkbox"/> Unjustified <input type="checkbox"/> (Please tick as appropriate) If partly justified please state why:	
Complaint Assessor Signature:	Date:
I confirm that the above corrective and preventive action has been taken	

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