



# WAREHAM TOWN COUNCIL

## MAKING A COMPLAINT

WAREHAM TOWN COUNCIL  
Town Hall | East Street | Wareham | Dorset | BH20 4NS  
Telephone: 01929 553006 Email: [admin@wareham-tc.gov.uk](mailto:admin@wareham-tc.gov.uk)

## OUR COMMITMENT TO YOU

The Town Council wants to provide good local services and first-class information on other services in the area. However, if you have a concern about the standard of service, actions or lack of action by the Council or its staff, we have drawn up a complaint's procedure designed to deal with your concerns speedily and fairly.

## HOW CAN YOU COMPLAIN?

### COMPLAINTS ABOUT AN INDIVIDUAL COUNCIL EMPLOYEE

In writing to:

- The Town Clerk, Town Hall, East Street, Wareham Dorset, BH20 4NS. Tel. 01929 553006.  
Email: [townclerk@wareham-tc.gov.uk](mailto:townclerk@wareham-tc.gov.uk)
- OR, if your complaint is about the Clerk, to the Chairman of the Council, Town Hall, East Street, Wareham Dorset, BH20 4NS. Tel: 01929 553006.  
Email: [admin@wareham-tc.gov.uk](mailto:admin@wareham-tc.gov.uk)

*Such complaints will then be dealt with as an internal employment matter and any appropriate action taken.*

### COMPLAINTS ABOUT A COUNCILLOR UNDER THE MEMBERS' CODE OF CONDUCT

In writing to:

Mr Jonathan Mair, Monitoring Officer, Dorset Council, County Hall, Colliton Park, Dorchester, Dorset, DT1 1XJ. Tel. 01305 224181  
Email: [Jonathan.Mair@dorsetcouncil.gov.uk](mailto:Jonathan.Mair@dorsetcouncil.gov.uk)

*Such complaints need to cite the name of the councillor you are complaining about and the Code of Conduct clause you believe they are in breach of.*

### COMPLAINTS ABOUT THE COUNCIL SERVICE, ADMINISTRATION OR PROCEDURES

In writing to:

- The Town Clerk, Town Hall, East Street, Wareham Dorset, BH20 4NS. Tel. 01929 553006.  
Email: [townclerk@wareham-tc.gov.uk](mailto:townclerk@wareham-tc.gov.uk)

Such complaints will be handled under the Council's Complaints Procedure

## COMPLAINTS PROCEDURE

### OUR PROMISE TO YOU

We promise:

- To deal with your complaint in an understanding and sympathetic way
- To acknowledge receipt of your complaint within 2 working days and let you know the name of the person dealing with your complaint
- To respond to all complaints within 15 working days

### WHAT HAPPENS TO MY COMPLAINT?

#### STAGE 1 RESPONSE TO YOUR COMPLAINT

The Clerk will consider your complaint and hopefully it will be resolved to your satisfaction, either by immediate action or a course of action agreeable to you. If you feel that the complaint cannot be resolved to your satisfaction, you can ask for the matter to be referred to a sub-committee of three Town councillors under Stage 2. Stage 1 will be completed within 15 working days of the date of your complaint.

#### STAGE 2 REVIEW OF STAGE 1 RESPONSE

If you are dissatisfied with the Stage 1 response, you may, within 15 working days of the date of the response, request a review. This will be undertaken by a sub-committee of three Town councillors who will consider and investigate your complaint and review the Stage 1 response. You will receive a response within 15 working days of your request for a review. The decision of the sub-committee will be final.