

# STOCKSBRIDGE TOWN COUNCIL

## COMPLAINTS PROCEDURE

Stocksbridge 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 the Council, or are unhappy about an action or lack of action by the Council, this Complaints Procedure sets out how you may complain to the Council and how the Council shall endeavour to resolve your complaint.

1. This Complaints Procedure applies to complaints about Council administration and procedures and may include complaints about how Council employees have dealt with your concerns.
2. This Complaints Procedure does not apply to:-
  - a) Complaints by one Council employee against another Council employee, or between a Council employee and the Council as an employer. These matters are dealt with under the Council's disciplinary and grievances procedures.
  - b) Complaints against Councillors. Complaints against Councillors are covered by the Members' Code of Conduct adopted by the Council in September 2012. If a complaint against a Councillor is received by the Council it will be referred to the Monitoring Officer at Sheffield City Council to be dealt with under the Procedure for dealing with complaints regarding City, Parish and Town Councillors and Co-opted Members, a copy of which can be obtained from the Clerk.
3. Any complaint should be put in writing to the Clerk giving the complainants full name, address, contact telephone number and email if available, together with the nature of the complaint. Any complaint will be dealt with confidentially.
4. Wherever possible, the Clerk will try to resolve your complaint immediately. If this is not possible the Clerk will try to acknowledge your complaint within 5 working days.
5. If you do not wish to report your complaint to the Clerk you may make your complaint directly to the Chairman of the Council.
6. If the complaint cannot be addressed satisfactorily by the Clerk and/or Chairman then this will be heard by the Town Council, or a specially convened Committee, at the earliest opportunity. Notification of when this meeting will take place will be given to the complainant. He/she may bring a representative to the meeting if they wish.
7. Any documents relating to the complaint from the complainant and the Town Council must be made available to either side within 7 working days of the convened meeting in order for these to be read before the meeting.

8. In the interests of confidentiality, at the meeting, the Town Council/Committee should decide whether to exclude the public and press from such a meeting. However, any decision on a complaint shall be announced at the next Town Council meeting.
9. The complainant (or representative) should outline the grounds for the complaint after which questions may be asked by the Clerk/nominated officer/members of the Town Council/Committee.
10. The Clerk/nominated officer should explain the Town Council's position after which they may be asked questions by the complainant/representative.
11. A summary from both sides would then follow. The Clerk/nominated officer and the complainant should leave the room for discussion by the Town Council/Committee. If necessary, both parties could be invited back if there is a need for clarification.
12. Both the Clerk and the complainant should be given the opportunity to wait for the Town Council/Committee's decision but if this is unlikely to be finalised at the meeting they should be advised of when this is likely to be made and when they should expect details. The Council will aim to confirm the decision in writing within 7 working days together with details of any action to be taken.

Address details for submitting a complaint:

Clerk or Chairman  
Stocksbridge Town Council  
Town Hall  
Manchester Road  
Stocksbridge  
SHEFFIELD  
S36 2DT

Telephone: 0114 288 7895

Email: [admin@stocksbridgetowncouncil.gov.uk](mailto:admin@stocksbridgetowncouncil.gov.uk)