



Complaints Policy and Procedure

TOTNES TOWN COUNCIL

AGREED SEPTEMBER 2024

NEXT REVIEW JULY 2026

This Policy outlines how members of the public can make a complaint about the Council of the service it has received from one of its officers.

Introduction

The Town Council aims to provide all our customers with a good, prompt and courteous service. However, there may be times when things go wrong and you do not feel that you have received the service you expected or required. We want to know when this happens so that we can do our best to put things right. In order to do this we have a standard complaints procedure. Our complaints procedure is designed to make sure:

- It is easy for you to make your complaint
- It gets to the right person
- It is dealt with promptly
- If something is wrong, it gets put right

How To Make A Complaint

There are a number of ways you can make your complaint:

- You can write to us at Totnes Town Council, The Guildhall Offices, 5 Ramparts Walk, Totnes, Devon, TQ9 5QH
- You can come into the Council's reception (open 10am-4pm Monday to Friday)
- You can telephone us: 01803 862147
- You can email us at: administrator@totnestowncouncil.gov.uk

You need to make it clear that you are making a complaint and not just passing on information or making a comment. The Complaints procedure will only cover certain complaints (see list below).

Is It An Enquiry Or General Feedback?

If you want to contact us regarding an enquiry or with general feedback please visit, email or write in and clearly state that you are passing on information or making a comment.

How To Provide Information On Your Complaint

You can write a letter, visit us in reception or telephone us on 01803 862147. You will need to supply your name, address and telephone number so that we can reply to you.

You will need to provide details of your complaint.

The Council will not discriminate against a member of the public in the provision of services or goods based on their protected characteristics. These protected characteristics include age, disability, sex, gender reassignment, pregnancy, maternity, race (which includes colour, nationality, caste and ethnic or national origins), sexual orientation, religion or belief, or because someone is married or in a civil partnership. If you feel your complaint means that you are receiving a different level of service based on your protected characteristic, or that

you are the victim of an incident based on your protected characteristic, please say so in your complaint.

What The Council Will Do

The Council will acknowledge your complaint within 3 working days and provide a response in 10 working days or let you know if it will take longer to investigate.

How Does The Complaint Process Work?

Internal Stage 1: An Officer from the relevant service will respond to your complaint. This will also be looked at and signed off by the Town Clerk. They will try to resolve your complaint by providing relevant information or by taking appropriate action.

Internal Stage 2: If you are unhappy with the department's response please contact the Town Clerk who will investigate whether an independent review needs to take place or confirm the Council's first response in the Internal Stage 1 is still accurate and appropriate. The Mayor will also look at the response and sign the letter to confirm.

Internal Stage 3: If you are unhappy with the response received from the Town Clerk and the Mayor please contact the Town Clerk and request that your complaint is placed on the agenda for the next Full Council Meeting.

The Internal Stage 3 is the final stage of the internal complaints procedure. If you remain unhappy with the response you are entitled to refer the matter externally to the Monitoring Officer at South Hams District Council, Follaton House, Plymouth Road, Totnes, TQ9 5NE, Tel 01803 861234.

What We Investigate

- Failure to follow the Council's: procedures, policies, systems or rules
- Delays in providing any Council service
- Failing to provide any Council service
- Failing to meet published or advertised Council service standards
- Failing to meet statutory obligations
- Complaints against employees– attitudes and/or actions (either by employees or members of the public. Including racist incidents - but extreme racial incidents to be reported to Police)
- Failing to provide all relevant information when required to inform a decision. For complaints about Town Councillors please see our Local Code Of Conduct for Councillors.