



COMPLAINTS PROCEDURE

Adopted: 7th August 2024

Version Control

Version	Description of Change	Officer	Reviewing Committee	Frequency of Review	Version Approval Date	Next Review Date
1.	Creation	Town Clerk	Finance and Policy	Annual	August 2024	August 2025

1. St Ives Town Council (the 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 Town Council, or are unhappy about an action or lack of action by the Town Council, this Complaints Procedure sets out how you may complain to the Town 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 council employees have dealt with your concerns.
3. It is the responsibility of the Town Clerk to ensure that complaints are responded to and that the Town Council takes action as a result of them.
4. This Complaints Procedure does not apply to:
 - 4.1 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.
 - 4.2 complaints against councillors. Complaints against councillors are covered by the Code of Conduct for Members adopted by the Council on 17th May 2021 and, if a complaint against a councillor is received by the Town Council, it will be referred to the Standards Committee of Huntingdonshire District Council. Further information on the process of dealing with complaints against councillors may be obtained from the Monitoring Officer of Huntingdonshire District Council.
5. 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 Town Council in advance of the meeting at which the item is to be discussed. There may also be 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 Town Council, but Standing Orders prevent the Town 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.
6. You may make your complaint about the council's procedures or administration to the Town Clerk. You may do this in person, by phone, or by writing to or emailing the Town Clerk. The addresses and numbers are set out below.
7. Wherever possible, the Town Clerk will try to resolve your complaint immediately. If this is not possible, the Town Clerk will normally try to acknowledge your complaint within five working days.
8. If you do not wish to report your complaint to the Town Clerk, you may make your complaint directly to the Mayor of the Town Council who will report your complaint to the Town Council.

9. The Town Clerk or the Town Council (as appropriate) will investigate each complaint, obtaining further information as necessary from you and/or from staff or members of the Town Council.
10. The Town Clerk or the Mayor of the Council will notify you within 20 working days of the outcome of your complaint and of what action (if any) the Town 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.)
11. If you are dissatisfied with the response to your complaint, you should contact the Town Clerk within 20 working days to ask for your complaint to be referred to the Full Council (usually within eight weeks due to the meeting scheduling).
12. It will be considered whether the circumstances of your complaint warrant the exclusion of the press and public. You will be notified in writing of the outcome of the review of your original complaint within five working days of the meeting. The outcome will be reported to the next council meeting in public.

Contacts

The Town Clerk: Libby White BEM BA(Hons) FSLCC – townclerk@stivestowncouncil.gov.uk

The Town Mayor: Cllr Pasco Hussain - pasco.hussain@stivestowncouncil.gov.uk

Telephone: 01480 388 929

Website: www.stivestowncouncil.gov.uk

Address

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