

WELSHPOOL TOWN COUNCIL

COMPLAINTS PROCEDURE

Welshpool Town Council always aims to provide good quality services for the benefit of the community it serves. This Complaints Procedure deals with complaints to the Town Council about its actions, processes, and administration, whether Councillors or staff.

1. If a complaint about procedures or administration is notified orally to a Councillor or Member of staff and it is not possible to satisfy the complainant fully immediately, the complainant shall be asked to put their complaint in writing to the Town Clerk. The complainant shall be assured that the complaint will be dealt with promptly after receipt.
2. If the complainant would prefer not to put the complaint to the Town Clerk, they shall be advised to put it to the Town Mayor.
3. Upon receipt of a written complaint, the Town Clerk or Town Mayor, as appropriate shall try to settle the complaint directly with the complainant (except where the complaint is about their own actions).
4. Where the Town Clerk receives a complaint about their own actions it shall be referred to the Town Mayor.
5. Where the Town Mayor receives a complaint about their own actions it shall be referred to the Council after first notifying the complainant of the way in which it is intended to attempt to settle the complaint.
6. In any case, where a written complaint is about Conduct of a Councillor, the complainant shall be given contact details of The Ombudsman.
7. Where, in the opinion of the Town Clerk, a complaint cannot be resolved satisfactorily, it shall be referred to the next appropriate Council or Committee meeting. The complainant shall be notified of the date on which the complaint will be considered.
8. The Council or Committee shall determine whether the matter be discussed with the Exclusion of Press and Public and this decision shall be announced at the meeting in public.
9. As soon as practicable after the decision regarding the complaint has been made and the nature of any action to be taken, the complainant shall be informed in writing.

April 2023