Exmouth Town Council

Town Hall, St Andrews Road
Exmouth, Devon, EX8 1AW

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www.exmouth.gov.uk

EXMOUTH TOWN COUNCIL

COMPLAINTS PROCEDURE

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

2. This Complaints Procedure applies to complaints about Council services, administration and procedures and may include complaints about how Council employees have dealt with your concerns.

3. This Complaints Procedure does not apply to:

i. 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.

ii. complaints against Councillors. Complaints against Councillors are covered by the Code of Conduct for Members as adopted by the Council and, if a complaint against a Councillor is received by the Council, it will be referred to the Monitoring Officer of East Devon District Council. Further information on the process of dealing with complaints against Councillors may be obtained from the Monitoring Officer.

iii. Complaints about democratic decisions taken by the Council decided by a vote.

4. 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 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 Council, but Standing Orders prevent the 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 including about subsequent consideration by committee.

5. For complaints (other than those in para 3 above, to which separate arrangements apply) in the first instance you should draw the attention of the Town Clerk, whose contact details are set out below.

6. A written acknowledgement will be sent within three working days.

7. If your complaint is about the Clerk, you may make your complaint directly to the Mayor of the Council who will report your complaint to the Appeals Panel of the Council.

8. The Clerk or (where appropriate) the Appeals Panel of the Council will investigate each complaint, obtaining further information as necessary from you and/or from staff or members of the Council.

9. The Clerk or Mayor of the Council will notify you within twenty-eight working days of the outcome of your complaint and of what action (if any) the Council proposes to take because of your complaint. If he/she considers that the complaint needs to be submitted to the Monitoring Officer, he/she will advise the complainant of the steps to be taken.(In exceptional cases the twenty-eight working days timescale may have to be extended. If it is, you will be kept informed.)

10. If you are dissatisfied with the response to your complaint, you may ask for your complaint to be referred to the Appeals Panel of the Town Council and (usually within eight weeks) you will be notified in writing of the outcome of the review of your original complaint.

11. In the event of vexatious, unreasonable or malicious complaints, the Council reserves the right, having requested the complainant desist from the inappropriate action, to cease communication with the complainant.

Contacts

The Clerk of Exmouth Town Council
Address:
Mrs L Bowman Exmouth
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Devon
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Telephone: 01395 276167
Email: townclerk@exmouth.gov.uk

The Mayor of Exmouth Town Council
Address:
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