



North Walsham Town Council

Complaints – Code of Practice

1. If a complaint about the Town Council is notified orally to a councillor or the Town Clerk and they cannot satisfy the complainant, then the complainant shall be asked to put the complaint in writing to the Town Clerk on the form provided or online form available on the Town Council website.
2. If a complainant prefers not to put the complaint to the Town Clerk, he or she shall be advised to put it to the Town Mayor.
3. Any written complaint should be acknowledged within 7 days, enclosing a copy of this Code of Practice, which outlines the process for dealing with the complaint.
4. On receipt of a written complaint the Town Clerk or Town Mayor, as the case shall be, shall try to settle the complaint directly with the complainant but shall not do so in respect of a complaint about the behaviour of the Town Clerk or a councillor or Council staff without first notifying the person complained of and giving them an opportunity for comment on the matter in which it is intended to settle the complaint. Complaints lodged about Council staff should be dealt with by the Town Clerk and only passed to the Council if the complainant remains dissatisfied
5. The Town Clerk or Town Mayor shall report to the next meeting of the Town Council any written complaint disposed of by direct action with the complainant.
6. The Town Clerk or Town Mayor shall bring any written complaint which has not been settled to the next meeting of the Town Council after the complaint has been initially investigated and the Town Clerk (or Town Mayor as appropriate) shall notify the complainant of the date by which the complaint will be considered. If necessary, the Town Council will appoint a Complaints Panel of at least 3 Councillors to fully investigate the complaint. If for any reason that date becomes unachievable, a letter and explanation for this will be sent to the complainant with a revised date.
7. The Complaints Panel should investigate all the evidence surrounding the complaint in accordance with the Guidance Notes. Where a complaint is considered about a person, this will be dealt with in the absence of the press and public but any decision on a complaint shall be announced at the Council meeting in public.
8. **Complaints – Code of Conduct**
When a complaint is made relating to the Members' Code of Conduct it should be sent to the Town Clerk in the first instance. If the complaint cannot be settled then the complaint should be sent to the Monitoring Officer at North Norfolk District Council.
9. As soon as may be after the decision has been made, it and the nature of any action to be taken shall be communicated in writing to the complainant.

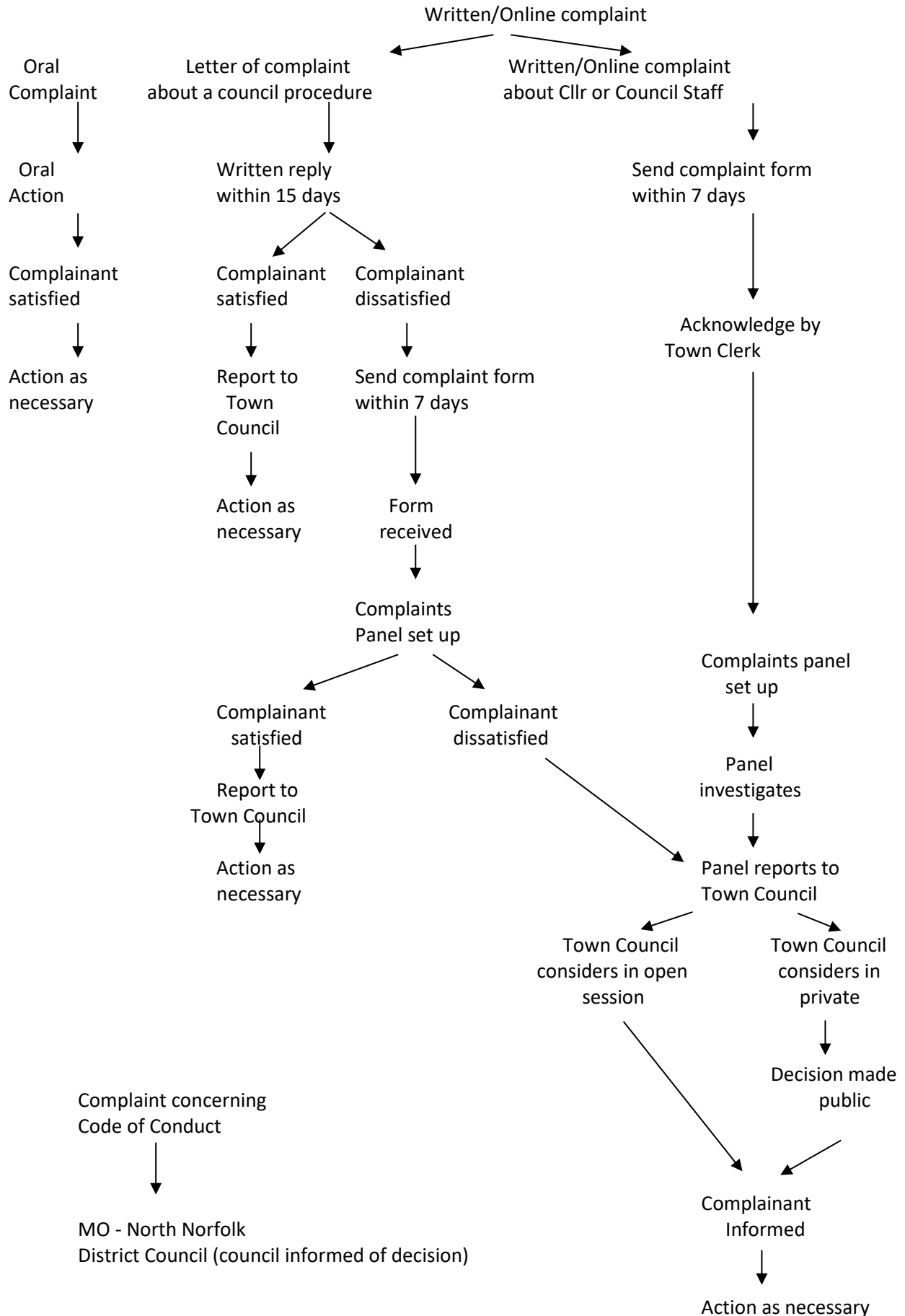
10. The Council shall defer investigating any written complaint *only* if it is of the opinion that issues of law or practice arise on which legal advice is necessary. The complaint shall be considered at the next appropriate meeting after the advice has been received.

11. Complaints – Incident Book

A complaints incident book is kept at the Council Offices. Staff involved in an incident or disagreement whether giving rise to complaint or not with a member of the public or councillor must enter the details of it in this book within twenty-four hours of the incident taking place. An incident is considered as a situation where voices are raised, strong language used or threatening or violent behaviour is experienced.

All complaints received in writing will be entered in this book and the action taken recorded and signed by the person who dealt with the complaint.

Sequence of Events





North Walsham Town Council

Complaints Form

Name.....

Address.....

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Post Code.....

Details of Complaint.....

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How you would like to be contacted Email Letter Phone

Contact details.....

Have you spoken to anyone at the Council? YES/NO

If YES please give their name.....

What outcome are you looking for.....

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Please return this form to :- the Town Clerk, North Walsham Town Council, 18 Kings Arms Street,
North Walsham NR28 9JX