



### **Complaints Policy**

New Policy Approved: 20.7.2020

Updated and Approved: 16.8.21

Review Date: August 2022

#### **Procedure**

1. Berkeley 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 the Council, or are unhappy about an action or lack of action by the 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 administration and procedures and may include complaints about how council employees have dealt with your concerns.

3. This Complaints Procedure does not apply to:

3.1. 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.

3.2. complaints against councillors. Complaints against councillors are covered by the Code of Conduct for Members and, if a complaint against a Councillor is received by the Town Council, it will be referred to the Monitoring Officer of Stroud District Council. Further information on the process of dealing with complaints against councillors may be obtained from the Monitoring Officer of Stroud District Council.

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 Town 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.

5. 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.

6. 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.

7. If you do not wish to report your complaint to the Town Clerk, you may make your complaint directly to the Chairman of the Council who will report your complaint to the Full Council (as appropriate).

8. The Town Clerk or the Full Council (as appropriate) will investigate each complaint, obtaining further information as necessary from you and/or from staff or members of the Town Council.
9. The Town Clerk or the Chairman of the Council will notify you within 30 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).
10. If you are dissatisfied with the response to your complaint, you may ask for your complaint to be referred to the Full Council (as appropriate) and (usually within eight weeks) you will be notified in writing of the outcome of the review of your original complaint.

**Town Clerk**  
**Berkeley Town Council**  
**Town Hall**  
**Salter Street**  
**Berkeley**  
**Glos**  
**GL13 9DB**  
**Tel: 01453 511964**  
**Email: [clerk@berkeley-tc.gov.uk](mailto:clerk@berkeley-tc.gov.uk)**

**Chairman/Mayor**  
**Berkeley Town Council**  
**Town Hall**  
**Salter Street**  
**Berkeley**  
**Glos**  
**GL13 9DB**