



## **MARLBOROUGH TOWN COUNCIL**

### **Complaints Procedure**

- 1.** Marlborough 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 town. 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, this Complaints Procedure sets out how you may complain and how we will 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 adopted by the Council on 2<sup>nd</sup> July 2012. These will be referred to the Standards Committee of Wiltshire Council. Further information on the process of dealing with complaints against Councillors may be obtained from the Monitoring Officer at Wiltshire 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 during Public Question Time at council meetings. If you are unhappy with a 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 under the special process set out in these Standing Orders. (The Town Council's rules on procedures.)
- 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 in writing or by e-mail. Contact details are set out below.
- 6.** Wherever possible, the Town Clerk will try to resolve your complaint immediately. If this is not possible, he/she 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/Town Mayor who will report it to the Finance and Policy Committee or Full Town Council (as appropriate).
- 8.** The Town Clerk or the Finance and Policy Committee or Full Council will investigate each complaint, obtaining further information as necessary from you and/or from staff or councillors.

9. The Town Clerk or the Chairman of the Council/Town Mayor will notify you within 20 working days of the outcome of your complaint and of what action (if any) the 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 Finance and Policy Committee or 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.

**Contacts:**

**Town Clerk**

Marlborough Town Council  
5, High Street  
Marlborough  
SN8 1AA  
Telephone: 01672 512487  
E-mail: [townclerk@marlboroughtownconcil.gov.uk](mailto:townclerk@marlboroughtownconcil.gov.uk)

**The Chairman/Town Mayor**

Marlborough Town Council  
5, High Street  
Marlborough  
SN8 1AA  
Telephone: 01672 512487  
E-mail: [enquiries@marlboroughtownconcil.gov.uk](mailto:enquiries@marlboroughtownconcil.gov.uk)