

# Complaints Policy

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1. Quedgeley 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 Policy sets out how you may complain to the Council and how we shall try to resolve your complaint.
2. This Complaints Policy applies to complaints about council administration and procedures and may include complaints about how council employees have dealt with your concerns.
3. **Important Note: this Complaints Policy does NOT apply to:**
4. Complaints in respect of alleged breaches of the Code of Conduct for Councillors. Complaints against Councillors are covered by the Code of Conduct for Members – closely based on the national model code. The law now requires that, if a complaint against a Councillor is received by us, it must be referred to the Monitoring Officer of Gloucester City Council. Further information on the process of dealing with complaints against Councillors under the Code of Conduct should be obtained directly from the Monitoring Officer.
5. Complaints by one Council employee against another Council employee, or between a Council employee and the Council as an employer. These matters are dealt with under the Council's disciplinary and grievance procedures.
6. 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 our Standing Orders prevent the Council from re-opening issues for six months from the date of the decision, unless (a) there are exceptional grounds to consider this necessary and (b) the special process set out in Standing Orders is followed.
7. For minor matters, complaints about the Council's procedures or administration may be made direct 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.
8. Wherever possible, the Town Clerk will try to resolve your complaint immediately. If this is not possible, the Town Clerk will acknowledge your complaint at the earliest opportunity and aim to resolve your complaint within five working days.
9. If you wish to complain about the Town Clerk or another member of the Office Team you may prefer to write direct to the Town Chairperson. The Chairperson will acknowledge your complaint at the earliest opportunity and, if appropriate, he/she may convene a Complaints Panel consisting of the Chairperson and two other Councillors or refer the complaint to the Full Council as appropriate. You may contact the Chairperson in person, by phone, or by writing or emailing. Contact details for the Chairperson are set out below.

10. The Town Clerk or the Complaints Panel 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 Council.
11. The Town Clerk or Chairperson will notify you within twenty 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.
12. The Council may decide to seek legal advice before writing to the complainant.
13. In the event of facetious, vexatious or malicious complaints the Town Clerk and/or Chairperson may dismiss the complaint without referring it to a Complaints Panel or the Council. In the event of serial complaints of such nature the Council may decide not to respond without further explanation.
14. If you are dissatisfied with the response to your complaint, you may ask for your complaint to be referred to a specially convened Complaints Panel or to the Full Council (as appropriate) and you will be notified in writing of the outcome of the review of your original complaint within eight weeks.

Adopted: 18<sup>th</sup> July 2022. Minute Ref: ..... *FC. 062/22-23*  
 Note: The Complaints Policy is subject to periodic review.



**Contacts:**

Mrs J Webster (Clerk & RFO) Unit 8 Quedgeley Olympus Business Centre Quedgeley Gloucester GL2 4NF	Cllr S Smith (Chair) Unit 8 Quedgeley Olympus Business Centre Quedgeley Gloucester GL2 4NF
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Telephone: 01452 721552  
 Email: [Jacquie.webster@quedgeley.org](mailto:Jacquie.webster@quedgeley.org)

(Contact details for the Chair can be found  
 On the Council's website or telephone  
 01452 721552 in the first instance and  
 the office will provide you with the Chair's  
 Contact details).

**Complaints under the Code of Conduct for Councillors:**

The Monitoring Officer  
 Gloucester City Council  
 Shire Hall  
 Gloucester  
 GL1 2TG