

## **DUNSTABLE TOWN COUNCIL**

### **COMPLAINTS PROCEDURE**

1. If a complaint about the Council services is notified orally to a Councillor or Officer and it is not possible to satisfy the complainant fully forthwith the complainant shall be advised to put the complaint in writing to the Town Clerk and Chief Executive, either by letter or on a standard complaints form.
2. Receipt of a written complaint will be acknowledged and recorded within three working days and the complainant will be given contact details for the relevant Head of Service.
3. A response to a written complaint will be given within ten working days. This may be an interim response while further information is obtained.
4. Any written complaint which cannot be settled will be reported to the next meeting of the appropriate Committee and the complainant will be notified of the date on which the complaint will be considered. The complainant shall have the opportunity of addressing the Committee.
5. The Committee shall consider whether the circumstances of any complaint warrant the matter being discussed in the absence of the press and public **but** any decision on a complaint will be announced at the Committee meeting in public.
6. Within three days of the decision the complainant will be notified in writing of that decision and any action proposed or taken.

The type of complaint covered by this procedure includes:

Failure to provide a service at the level or standard expected of the Council

Unhelpful attitude of a Council employee

Neglect or unjustified delay

Failure to follow agreed Council procedure, policy or rules

Failure to tell people of their rights

Malice, bias or discrimination

#### **Complaints about Councillors**

1. Members of Dunstable Town Council are required to comply with the Members Code of Conduct.
2. Any complaints against a Councillor will be referred to the Monitoring Officer of Central Bedfordshire Council.