



## Complaints Procedure

### Introduction

1. This complaints procedure has been adapted from the national model procedure published by the Society of Local Council Clerks (SLCC).
2. The model is based on the guidance on handling complaints produced by the Local Government Ombudsman.
3. This document sets out how you may complain to Credition Town Council (CTC) and how we shall go about resolving your complaint.

### Scope of the Complaints Procedure

4. CTC is committed to providing a quality service for the benefit of the people who live and work in the Credition area or are visitors to the locality. If you are dissatisfied with the standard of the service you have received, or unhappy about an action/lack of action by CTC, this Complaints Procedure sets out how you may complain and how we shall try to resolve it.
5. This Complaints Procedure applies to complaints about council administration, procedures and services and may include complaints about how council employees have dealt with your concerns.
6. The Complaints Procedure does not apply to:
  - complaints by one employee against another employee, or between an employee and CTC as the employer. These matters are dealt with under CTC's disciplinary and grievance procedures
  - complaints against members. Mid Devon District Council is required by the Localism Act 2011 to have in place arrangements for dealing with allegations that members, and co-opted members have failed to comply with the Code of Conduct. They also investigate and determine those allegations. All complaints must be made in writing. Their arrangements cover district councillors, parish and town councillors within Mid Devon and co-opted members of those councils. To make a complaint about a member, please visit [Complaints about councillors - MIDDEVON.GOV.UK](#) or write to the Monitoring Officer, Mid Devon District Council, Phoenix House, Phoenix Lane, Tiverton, Devon, EX16 6PP.
7. The appropriate time for influencing decision making is by raising your concerns before CTC debates and votes on a matter. You may do this by writing to CTC in advance of the meeting where the item is to be discussed or by contacting your relevant Town Councillor. You can find out who your ward members are via the CTC website: [Credition Town Council > Your Council > Councillors](#)

CTC meeting agendas are published at least three clear days before the date of the meeting and can be found both in the CTC office window and on the CTC website: [Credition Town Council > Your Council > Meetings](#)

Meetings include 'Public Question Time', where you have the opportunity to raise concerns or ask questions. This is the first item on the agenda at most meetings.

8. If you are unhappy with the decision that has been made, you may raise your concerns with CTC, but Standing Orders prevent the re-opening of an issue for six months from the date of the decision, unless there are exceptional grounds to consider this necessary and this process is set out in Standing Orders. A copy of the document can be obtained from the CTC website: [Crediton Town Council > Policies > Council Policies](#)
9. Anonymous complaints should be referred to the Town Clerk, and may be acted on at their discretion, according to the type and seriousness of the allegation.
10. If your complaint is about the Town Clerk, the Chair/Mayor of CTC will manage the process of the complaint with another suitable officer.
11. Some disputes may have to be handled outside of this Complaints Procedure, for instance where legal proceedings are involved or where a claim for compensation is made that we need to refer to our insurers. If this is the case, the Town Clerk will seek legal advice before advising you of the process to be followed.

### **Informal Procedure**

12. You may make a complaint about CTC's procedures, services or administration to the Town Clerk. You may do this in person, by telephone, or in writing/by email:  
Rachel Avery – Town Clerk  
01363 773717  
Crediton Town Council Offices, 8A North Street, Crediton, EX17 2BT  
[townclerk@crediton.gov.uk](mailto:townclerk@crediton.gov.uk)
13. Wherever possible, the Town Clerk will try to resolve your complaint immediately and without referring to the formal procedure. If this is not possible, the Town Clerk will acknowledge your complaint within five working days and will instigate the formal procedure.

### **Formal Procedure**

14. If the formal procedure is invoked, you will be asked to put your complaint in writing, wither on paper or by email. You must submit your name, address and a telephone number or email address where you can be contacted. The Town Clerk will investigate your complaint, obtaining further information as necessary from you and/or CTC staff and members where appropriate.
15. The Town Clerk will notify you within 20 working days of the outcome of your complaint and what action (if any) CTC proposes to take as a result. In exceptional circumstances, the 20 working days timescale may have to be extended, but you will be informed of this.

### **If you are still dissatisfied with the outcome of your complaint**

16. If you are dissatisfied with the outcome of your complaint, you may ask for your complaint to be referred to the Appeals Committee of CTC. This referral will be made by

the Town Clerk or Chair/Mayor of CTC at their discretion and the result of the referral will be reported Full Council.

17. You will be notified of the outcome of the review of your original complaint, usually within eight weeks of the complaint, although this procedure may be extended in exceptional circumstances.