



Featherstone Town Council

Regenerating, Supporting & Caring for our Community

Featherstone Community Centre, Station Lane, Featherstone, WF7 5BB

Tel: 01977 798608

Email: towncouncil@featherstone-tc.gov.uk www.featherstone-tc.gov.uk

Featherstone Town Council Complaints Procedure

Adopted on 8th May 2019

Review Dates: 19th May 2021

11th May 2022

17th May 2023

8th May 2024

14th May 2025

1. Featherstone 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 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. All complaints will be dealt with in confidence, and the name of the complainant will not be revealed by the Town Council, except where it is the wish of the complainant.
4. This Complaints Procedure does not apply to:
 - 4.1. 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.
 - 4.2. complaints against councillors. Complaints against councillors are covered by the Code of Conduct for Members adopted by the Council on 19th May 2021 and, if a complaint against a councillor is received by the council, it will be referred to the Standards Committee of Wakefield Council. Further information on the process of dealing with complaints against councillors may be obtained from the Monitoring Officer of Wakefield Council.
 - 4.3. Anonymous complaints

5. TO MAKE A COMPLAINT



A formal written letter of complaint must be sent to the Clerk or if the complaint involves the Clerk, the letter should be sent to the Chairman of the Town Council. The addresses and numbers are set out below.

6. COMPLAINT HANDLING

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 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.

- 6.1 Wherever possible, the Clerk will try to resolve your complaint immediately. If this is not possible, the Clerk will normally try to acknowledge your complaint within five working days.
- 6.2 If you do not wish to report your complaint to the Clerk, you may make your complaint directly to the Chairman of the Council who will report your complaint to the Council.
- 6.3 The Clerk or the Council (as appropriate) will investigate each complaint, obtaining further information as necessary from you and/or from staff or members of the Council.
- 6.4 The formal complaint will be considered at the next meeting of the Council. If more than twenty one days is to lapse between receipt of the complaint and the next meeting of the Council, the Chairman will convene an extraordinary meeting of the Council to receive and hear the complaint.
- 6.5 At the meeting the Council may resolve to exclude members of the public and press to ensure confidentiality. (Depending on whether the complainant wishes the matter to be dealt with in this way.)
- 6.6 At the meeting, the Council will consider the complaint and will also include on the agenda the appointment of three members to a committee with delegated power to continue handling the complaint (if necessary). The committee will have full delegated power to bring the complaint to a conclusion. The Council will also resolve which member will be the Chairman of the Committee.
- 6.7 The Council (and/or Committee with delegated power) may appoint an independent person to the committee if it resolves to do so, as an independent impartial arbitrator.
- 6.8 After the meeting, the Clerk/Chairman will write to the complainant explaining the outcome of the Council's consideration of the complaint and explaining how to take matters further if they believe this is necessary.
- 6.9 If the complainant wishes to pursue the matter, he/she must notify the Council in writing with his/her reason for wanting to do so and a meeting of the committee will be convened for the purpose of investigating the complaint further.



- 6.10 Notice of the committee meeting will be advertised in the usual way to members of the committee, i.e. a summons and with three clear days' notice. A public notice will also be displayed in the usual way, i.e. posted in a conspicuous place in the Town and giving three clear days' notice.
- 6.11 Complainants will be asked by formal letter to attend the committee meeting and will be informed that they be accompanied by another person.
- 6.12 At the commencement of the meeting, the Committee Chairman will explain how the meeting will proceed.
- 6.13 Complainants will be asked to provide any new information or supporting evidence to the committee and will be invited to make a verbal representation to the meeting.
- 6.14 Members of the committee will be invited by the Chairman to ask questions of the complainant.
- 6.15 The Chairman of the Complaints Committee and then the complainant will summarise their respective positions.
- 6.16 The complainant will then leave the meeting and the committee will consider the further findings.
- 6.17 The complainant will be informed by formal letter of the conclusions of the process within five working days of the committee meeting.
- 6.18 The committee Chairman will report the outcome of the process to the next meeting of the Town Council
- 6.19 Minutes of the committee meeting will be kept and will be available to all parties involved in the complaint.

Contacts

The Clerk of Featherstone Town Council

Address: Featherstone Community Centre, Station Lane, Featherstone, WF7 5BB

Telephone: 01977 798608

Email: towncouncil@featherstone-tc.gov.uk

The Chairman of Featherstone Town Council Private & Confidential.

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