



## **DAWLISH TOWN COUNCIL**

We hope that you are happy with the work being achieved here and will contact us if you have any complaints, however if you feel that you have exhausted all avenues, then any complaints about Council Members can be sent to:

The Standards Board for England  
1<sup>st</sup> Floor Cottons Centre,  
Cottons Lane,  
LONDON. SE1 2QG

Telephone: 0845 078 8181

Fax : 020 7378 5001

Minicom: 020 7378 5199

Email: [enquiries@standardsboard.co.uk](mailto:enquiries@standardsboard.co.uk)  
[www.standardsboard.co.uk](http://www.standardsboard.co.uk)



# DAWLISH TOWN COUNCIL

## PROCEDURE FOR HANDLING COMPLAINTS

The Local Government Ombudsman has no jurisdiction over Parish or Town Councils. This procedure therefore explains what should happen when complaints are received about administration or procedures.

1. Complaints about an employee of the Council should be dealt with as an employment matter. A complainant will be assured that the matter will be dealt with internally as such and appropriate action taken as required.
  2. Complaints about a Councillor are now subject to the jurisdiction of The Standards Board. Complainants will be advised to contact the Board directly or the Monitoring Officer for further information. Town Council staff are therefore authorised to pass this information directly to a complainant.
  3. This procedure is therefore aimed at those situations where a complaint has been made about the administration or the procedures of the Council and is not an appropriate forum for a complaint against an individual.
  4. For Dawlish Town Council, the Finance and General Purposes Committee will undertake to investigate all complaints made in accordance with paragraph 3 and shall convene special meetings as necessary to meet the deadlines of this procedure.
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5. *Before the meeting.*

5.1 The complainant should be asked to put the complaint about the Council's procedures or administration in writing to the Clerk or other nominated Proper officer.

5.2 If the complainant does not wish to put the complaint to the Clerk or other Proper Officer, they may be advised to put it to the Chairman of the Finance and General Purposes Committee of the Council.

5.3 The Clerk shall acknowledge the receipt of the complaint and advise the complainant when the matter will be considered by the Committee established for the purposes of hearing complaints.

5.4 The complainant shall be invited to attend the relevant meeting and bring with them such representative as they wish.

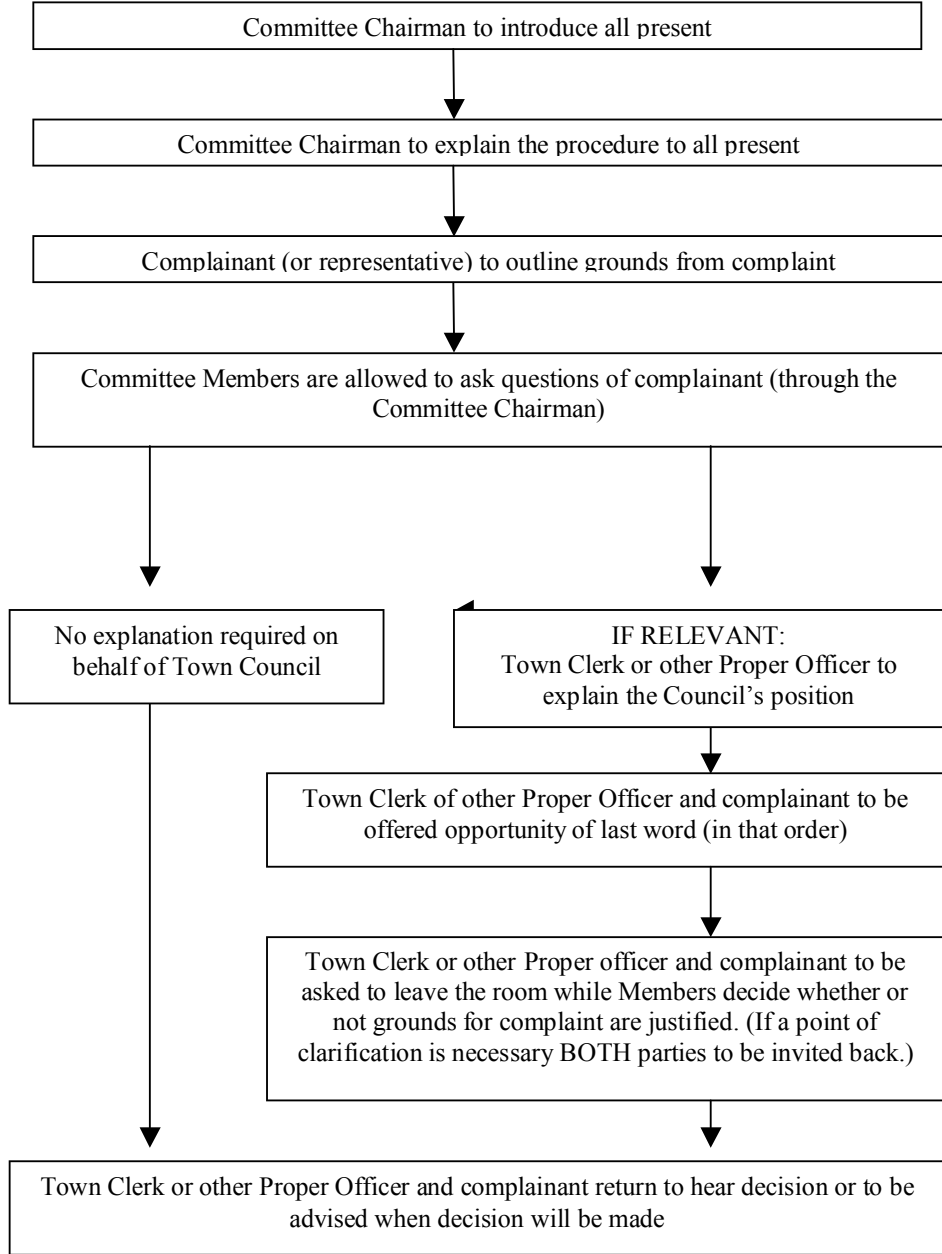
5.5 Seven clear working days prior to the meeting, the complainant shall provide the council with copies of any documentation or other evidence which they wish to refer to at the meeting. The Council shall similarly provide the complainant with copies of any documentation upon which they wish to rely at the meeting.

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6. *At the meeting:*

The Council (Finance and General Purposes Committee) shall consider whether the meeting warrants the exclusion of public and press. (N.B. any decision on a complaint shall be announced at a Council meeting in public).





7. After the Meeting:

7.1 Decision confirmed in writing within 7 working days together with details of any action to be taken.

7.2 If not already done, decision to be announced publicly at the next available meeting of the Council.