



# DAWLISH TOWN COUNCIL

## PROCEDURE FOR HANDLING COMPLAINTS

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. This procedure is 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.
3. Dawlish Town Council will undertake to investigate all complaints made in accordance with paragraph 2 and shall convene special meetings as necessary to meet the deadlines of this procedure.

### Conduct of Local Councillors

4. Teignbridge District Council is required by the Localism Act 2011 to have in place arrangements for dealing with allegations that councillors, 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 Teignbridge councillors, councillors from the parish and town councils within Teignbridge and co-opted members of those councils.

To make a complaint about a Councillor, please visit [www.teignbridge.gov.uk/council-and-democracy/comments-and-complaints/conduct-of-local-councillors](http://www.teignbridge.gov.uk/council-and-democracy/comments-and-complaints/conduct-of-local-councillors) or write to the :

Monitoring Officer

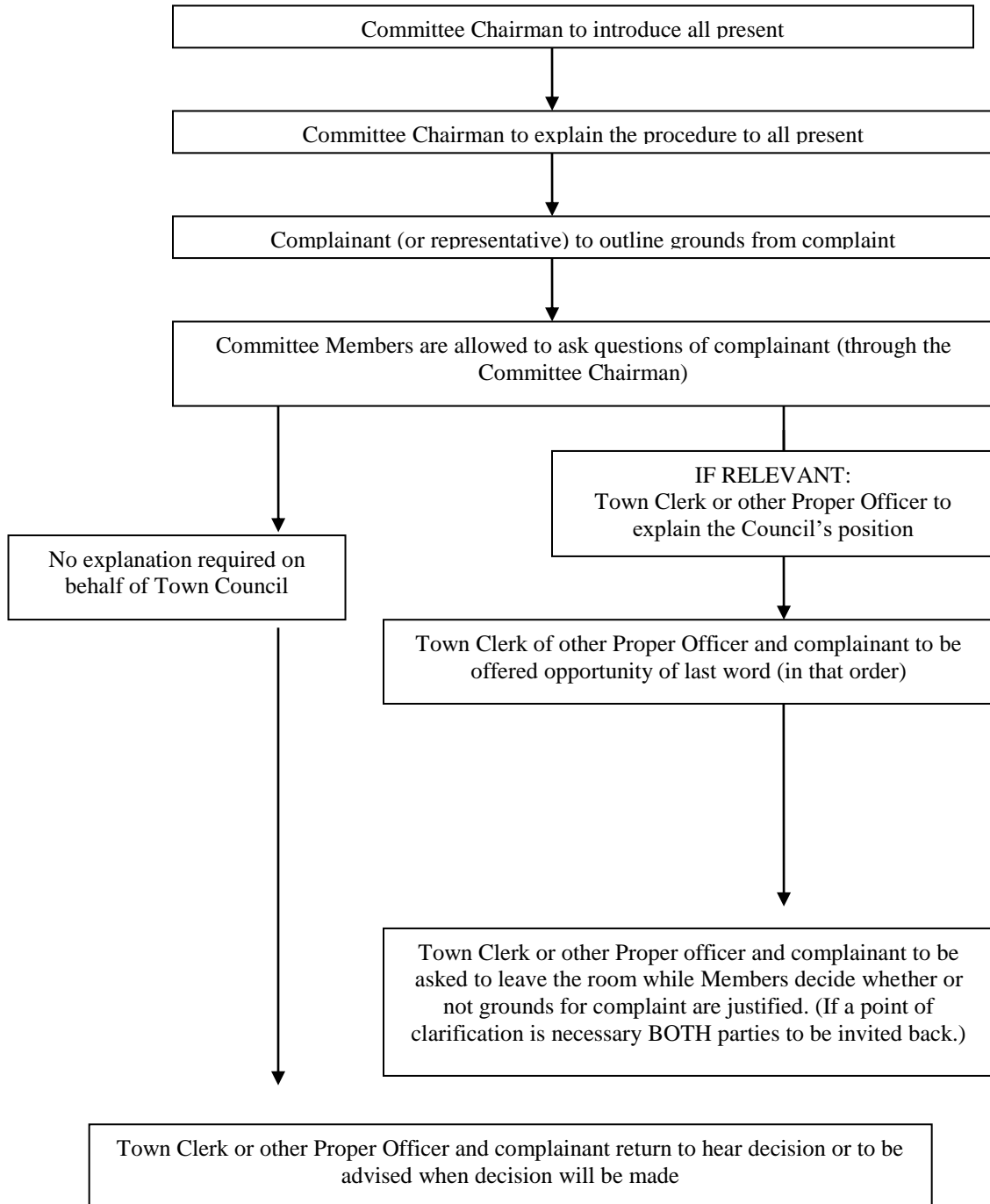
Teignbridge District Council  
Forde House  
Brunel Road  
Newton Abbot  
TQ12 4XX.

*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 Mayor.
- 5.3 The Clerk shall acknowledge 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.

At the meeting

6.1 The Council shall consider whether the meeting warrants the exclusion of public and press.



*After the meeting*

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