



## **ALFRETON TOWN COUNCIL** **COMPLAINTS PROCEDURE**

If there is a complaint about the service provided by Alfreton Town Council, you should contact the Town Clerk, or in his absence the Assistant Town Clerk, either in writing or in person at the Town Council office-  
Room 12, Alfreton House, High Street, Alfreton, DE55 7HH,  
which is open Tuesday to Thursday 9.00am to 12.30 p.m.

All complaints will be treated courteously, seriously, fairly and quickly.

In some cases, a complaint will need to be put before the Full Council, a meeting of which is held on the second Tuesday of each month, excluding August.

Whatever the case, all complaints will be acknowledged in writing within seven days, and a full answer given within twenty-eight days. If for any reason this is not possible, the complainant will be kept informed of progress, until a final answer can be given.

If the source of the complaint lies within a different body to the Town Council, where possible, a member of staff will advise you of the organisation to which the complaint should be addressed.



# **COMPLAINTS PROCESS**

## **Before the Meeting**

1. The complainant will be asked to put the complaint about the council's procedures or administration in writing to the clerk or other nominated officer.
2. If the complainant does not wish to put the complaint to the clerk or other nominated officer, he or she will be advised to address it to the chairman of the council.
3. The clerk or other nominated officer shall acknowledge receipt of the complaint and advise the complainant when the matter will be considered by the council or by the committee established for the purposes of hearing complaints. The complainant will also be advised whether the complaint will be treated as confidential or whether, for example, notice of it will be given in the usual way (if, for example, the complaint is to be heard by a committee).
4. The complainant shall be invited to attend a meeting and to bring with them a representative if they wish.
5. Seven clear working days prior to the meeting, the complainant will provide the council with copies of any documentation or other evidence relied on. The council shall provide the complainant with copies of any documentation upon which they wish to rely at the meeting and shall do so promptly, allowing the claimant the opportunity to read the material in good time for the meeting.

## **At the Meeting**

6. The council shall consider whether the circumstances of the meeting warrant the exclusion of the public and the press. Any decision on a complaint shall be announced at the council meeting in public.
7. The chairman will introduce everyone and explain the procedure.



8. The complainant (or representative) will outline the grounds for complaint and, thereafter, questions may be asked by (i) the clerk or other nominated officer and then (ii), members.
9. The clerk or other nominated officer will have an opportunity to explain the council's position and questions may be asked by (i) the complainant and (ii), members.
10. The clerk or other nominated officer and then the complainant will be offered the opportunity to summarise their position.
11. The clerk or other nominated officer and the complainant will be asked to leave the room while members decide whether or not the grounds for the complaint have been made. If a point of clarification is necessary, *both* parties shall be invited back.
12. The clerk or other nominated officer and the complainant will be given the opportunity to wait for the decision but if the decision is unlikely to be finalised on that day they should be advised when the decision is likely to be made and when it is likely to be communicated to them.

### **After the Meeting**

16. The decision will be confirmed in writing within seven working days together with details of any action to be taken.

