



WESTGATE-ON-SEA TOWN COUNCIL

COMPLAINTS PROCEDURE

Adopted 07.09.2021 – Review due 09.2022

Westgate-on-Sea 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. The Town Council operates according to law, statutory regulation and best practice. 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.

1. This Complaints Procedure applies to complaints about Council administration and procedures and may include complaints about how Council employees have dealt with your concerns. The standard of evidence is high as such evidence may need to be presented at a Court of Law. Hearsay, rumour and opinion is not admissible and attempts to misuse the Council's complaints procedure to pursue a personal agenda will not be tolerated.
2. This Complaints Procedure does not apply to:
 - a. Complaints by one Council employee against another Council employee, or between a Council employee and the Council as an employer. These matters are dealt with under the Council's disciplinary and grievance procedures.
 - b. Complaints against Councillors. Complaints against Councillors are covered by the Councillors Code of Conduct adopted by the Council on 7th July 2020 if a complaint against a councillor is received by the Council, it will be referred to Thanet District Council. Further information on the process of dealing with complaints against Councillors may be obtained from the Monitoring Officer of Thanet District Council at the following address:
Thanet District Council
PO Box 9
Cecil Street
Margate
Kent
CT9 1TX
3. The appropriate time for influencing Council decision-making is by raising your concerns before the Council debates and votes on the 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.

4. You may make your complaint about the Council's procedures or administration to the Town Clerk. You may do this in person, by phone, or by writing to or emailing the Town Clerk. The addresses and numbers are set out below. The Town Council is committed to ensuring that all people are given full and equal access to the complaints procedure.
5. Wherever possible, the Town Clerk will try to resolve your complaint immediately. If this is not possible, the Town Clerk will normally try to acknowledge your complaint within five working days stating when to expect a response.
6. If you do not wish to report your complaint to the Town Clerk, you may make your complaint directly to the Chairperson of the Council who will report your complaint to the Council. The Chairperson's contact details can be found on the Town Council website.
7. The Town 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 to assist with the investigation.
8. The Town Clerk or the Chairperson of the Council will notify you within 20 working days of the outcome of your complaint and of what action (if any) the Council proposes to take as a result of your complaint. (In exceptional cases the twenty working days timescale may be extended. If it is, you will be kept informed).
9. If you are dissatisfied with the response to your complaint you may ask for your complaint to be referred to the Full Council and (usually within eight weeks) you will be notified in writing of the outcome of the review of your original complaint

Please write to:

78 St Mildreds Road

Westgate-on-Sea

Kent

CT8 8RF

Telephone: 01843 836182

Or email: townclerk@westgateonsea.gov.uk