



# TILLINGHAM VILLAGE COUNCIL



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### COMPLAINTS PROCEDURE

**Adopted 19 May 2016**  
**Reviewed 18 April 2017**

Tillingham Village 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.

This Complaints Procedure applies to complaints about council administration and procedures and may include complaints about how council employees have dealt with your concerns.

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 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 Code of Conduct for Members adopted by the Council on 17 July 2012 and, if a complaint against a councillor is received by the council, it will be referred to the Monitoring Officer at Maldon District Council. Further information on the process of dealing with complaints against councillors may be obtained from the Monitoring Officer of Maldon District Council.

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.

### **How to complain to the Council.**

1. You may make your complaint about the council's procedures or administration to the Clerk. You may do this in person, by phone, or by writing to or emailing the Clerk. The addresses and number are set out below
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.

### **Acknowledgement.**

3. Within 7 working days of receiving the complaint, the Clerk will acknowledge the receipt of the complaint and advise the complainant when the Council will consider their complaint.

### **Village Council Meeting.**

4. All formal complaints will be heard at full council meeting, which if practicable, will be the next meeting after receiving the complaint.

### **Confidentiality**

5. The Council will treat the complaint in confidence and exclude the press and public from the meeting when the complaint is discussed.

### **Investigation**

6. 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.

### **Notification**

7. The Clerk or the Chairman 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 have to be extended. If it is, you will be kept informed.)

### **Contacts**

The Clerk of Tillingham Village Council  
2 Vicarage Lane  
Tillingham  
Essex CM0 7TW  
Telephone: 01621 779584  
Email: Tillingham.pc@btinternet.com

The Chairman of Tillingham Village Council  
c/o 2 Vicarage Lane  
Tillingham  
Essex CM0 7TW  
Telephone: 01621 779654  
Email: n/a