



## **PATELEY BRIDGE TOWN COUNCIL**

The Council Chamber, King Street  
Pateley Bridge, HG3 5LE  
[clerk@pateleybridgetowncouncil.gov.uk](mailto:clerk@pateleybridgetowncouncil.gov.uk)

## **Complaints Policy**

This policy applies to a situation where a member of the public has a complaint about the council's action or lack of action, or the standard of a service provided by the council or by a person acting on its behalf.

*A complaint that relates to a Councillor's failure to comply with the Council's Code of Conduct, should be addressed to the Monitoring Officer at Harrogate Borough Council.*

### **Principles**

1. The Council will not disclose the identity, contact details or other personal data about an individual complainant unless he waives his right to confidentiality, or disclosure is otherwise fair and lawful under the 1998 Data Protection Act, e.g. for the purpose of discharging the Council's functions, or for the performance of contractual obligations.
2. Any complaint against the Council will be treated as a complaint against the body corporate of the Council, not as a complaint against individual employees or members of the council.
3. A complaint against the council that involves a complaint about the conduct of its employees will be handled in accordance with its Complaints Procedure. If, following the outcome of the complaint, the Council decides that there may be a need to take disciplinary action, this will be in accordance with its internal Disciplinary Procedure.
4. If a member of staff has a complaint about the workplace, he may raise this in accordance with the internal Grievance Procedure.

### **Procedure**

1. If a complaint is notified orally to a councillor or the clerk it will be dealt with through the normal channels of communication, so that the matter can be resolved informally as soon as possible.
2. If the complainant is not satisfied, or if he wishes to make a formal complaint against the Council, all communication must be in writing and addressed to the Clerk, either by post to Pateley Bridge Town Council, the Council Offices, King Street, Pateley Bridge HG3 5LE or via email to [clerk@pateleybridgetowncouncil.gov.uk](mailto:clerk@pateleybridgetowncouncil.gov.uk).
3. If the complaint concerns the Clerk, it should be sent to the Chairman.
4. The Clerk or Chairman shall bring any complaint which cannot be settled to the next meeting of the Council, and the Clerk shall inform the complainant of the date when it will be considered, and whether there will be an opportunity for the complainant to make verbal representations.
5. Acknowledgement of receipt of all written complaints will be made within 14 days.
6. The Council's deadline for resolution of the complaint is 12 weeks from the date of receipt.
7. Complainants will be asked to provide any new information or supporting evidence to the Council and will be invited to make a verbal representation to the meeting. The press and public will be excluded from that part of the meeting.
8. Councillors will be invited by the Chairman to ask questions of the complainant.

9. The Chairman of the Council and then the complainant will summarise their respective positions
10. The complainant will then leave the meeting and the Council will consider the further findings.
11. The complainant will be informed by formal letter of the conclusions of the process within five working days of the meeting.

Issue 3 - Adopted 1<sup>st</sup> February 2022

Issue 2 - Adopted 2<sup>nd</sup> April 2019