

Bishop's Castle Town Council

Complaints Procedure

Adopted on 16th July 2013

1. Bishop's Castle 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. 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.
2. This Complaints Procedure applies to complaints about council administration and procedures and may include complaints about how council employees have dealt with your concerns.
3. This Complaints Procedure does not apply to:
 - 3.1. 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.
 - 3.2. complaints against councillors. Complaints against councillors are covered by the Code of Conduct for Members adopted by the Council on 19th June 2012 and, if a
 - 3.3. complaint against a councillor is received by the council, it will be referred to the Monitoring Officer of Shropshire Council. Further information on the process of dealing with complaints against councillors may be obtained from the Monitoring Officer of Shropshire Council.
4. 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. The Town Council's agendas for forthcoming meetings are displayed on the public notice board on the wall of the Co-op, Church Street. A second notice board will be available at the Town Hall following completion of the renovation works. Agendas can also be found on the Town Council website www.bishopscastle.co.uk/council
5. You may make your complaint about the council's procedures or administration to the Clerk. The Town Council will always try to address a complaint by an informal resolution in the first instance. If however this is not possible, you may instigate a formal complaint to the Clerk. You may do this in person, by phone, or by writing to or emailing the Clerk. The addresses and numbers are set out below.
6. Wherever possible, the Clerk will try to resolve your complaint immediately. If this is not possible, the Clerk will normally try to acknowledge your complaint within five working days.
7. If you do not wish to report your complaint to the Clerk, you may make your complaint directly to the Mayor who will report your complaint to the Complaints Committee of the Council [*or whichever committee has this responsibility*] or to the Council (as appropriate).

8. The Clerk or the Complaints Committee of the Council 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

9. 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 or of any changes in our systems (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.)

10. If you are dissatisfied with the response to your complaint, you may ask for your complaint to be referred to the Complaints Committee of the Town Council or to the full Council (as appropriate) and (usually within eight weeks) you will be notified in writing of the outcome of the review of your original complaint.

Contacts

The Clerk of Bishop's Castle Town Council

Address: The Town Hall
 High Street
 Bishop's Castle
 SY9 5BG

Telephone: 01588 638141

Email: townclerk@bishopscastle.co.uk

The Mayor of Bishop's Castle

Councillor Jane Carroll

Address: Old Time, 29 High Street,
 Bishop's Castle,
 SY9 5BE

Telephone: 01588 638467

Email: jane.carrol@gmail.com