



# Leigh-on-Sea Town Council

71-73 Elm Road, Leigh-on-Sea, Essex SS9 1SP - Tel: 01702 716288  
[council@leighonseatowncouncil.gov.uk](mailto:council@leighonseatowncouncil.gov.uk) [www.leighonseatowncouncil.gov.uk](http://www.leighonseatowncouncil.gov.uk)



Chairman: Cllr Jane Ward  
Vice Chairman: Cllr Valerie Morgan  
Town Clerk: Helen Symmons

THIS IS THE PROCEDURE IN LINE WITH STANDING ORDER 30. RESOLVED BY  
COUNCIL 16<sup>TH</sup> MAY 2017

## 30. Complaints Procedure

- a The following procedure will be adopted for dealing with complaints about the Council's administration or its procedures. Complaints about a policy decision made by the Council will be referred back to the Council, or relevant Standing Committee, as appropriate, for consideration.
- b This procedure does not cover complaints about the conduct of a Councillor (refer Standing Order 16).
- c If a complaint about procedures, administration or the actions of any of the Council's employees is notified orally to a Councillor, or to the Proper Officer of the Council, a written record of the complaint will be made, noting the name and contact details of the complainant and the nature of the complaint.
- d The complainant will be asked to put the complaint in writing to the Proper Officer of the Council at 71-73 Elm Road, Leigh-on-Sea, Essex SS9 1SP. The complaint will be dealt with within 35 days of receipt. Refusal to put the complaint in writing does not necessarily mean that the complaint cannot be investigated, but it is easier to deal with if it is in writing.
- e If the complainant prefers not to put the complaint to the Proper Officer of the Council (because the matter relates to the Proper Officer, for example,) he should be advised to write to the Chairman.
- f (a) On receipt of a written complaint, the Proper Officer of the Council (except where the complainant is about his own actions) or Chairman (if the complaint relates to the Proper Officer), will seek to settle the complaint directly with the complainant. This will not be

done without first notifying any person complained about and giving him an opportunity to comment. Efforts should be made to resolve the complaint at this stage.

(b) Where the Proper Officer of the Council or a Councillor receives a written complaint about the Proper Officer's actions, he or she shall refer the complaint to the Chairman. The Proper Officer of the Council will be formally advised of the matter and given an opportunity to comment.

- g The Proper Officer of the Council (or Chairman) will report any complaint disposed of by direct action with the complainant to the next meeting of the Council.
- h The Proper Officer of the Council (or Chairman) will report any complaint that has not been resolved to the next meeting of the Council. The Proper Officer will notify the complainant of the date on which the complaint will be considered and the complainant will be offered an opportunity to explain the complaint to the Council orally.
- i Matters relating to Grievance or Disciplinary proceedings that are taking, or are likely to take place, should be dealt with in accordance with the Council's grievance and disciplinary procedures (refer Standing Order 24).
- j The Council may consider whether the circumstances of any complaint warrant the matter being discussed in the absence of the press and public, but any decision on the complaint will be announced at the Council meeting in public.
- k The Council may consider in the circumstances of any particular complaint whether to make any without liability payment or provide other reasonable benefit to any person who has suffered loss as a result of the Council's maladministration. Any payment may only be authorised by the Council after obtaining legal advice and advice from the Council's auditor on the propriety of such a payment.
- l As soon as possible after the decision has been made (and in any event not later than 10 clear working days after the meeting) the complainant will be notified in writing of the decision and any action to be taken.
- m The Council may defer dealing with any complaint if it is of the opinion that issues arise on which further advice is necessary. The advice will be considered and the complaint dealt with at the next meeting after the advice has been received.
- n The Council will set up a complaints register