

COMPLAINTS PROCEDURE

(This Policy was reviewed by the full Council at its AGM held on 17 May 2023, minute 20/23-24)

HOW TO MAKE A COMPLAINT

If a member of the public wishes to make a complaint regarding the Town Council, its services or facilities please contact the Town Council Offices where someone will assist you. Members of the public can contact the Town Council in various ways, either by visiting the Town Council offices (we are open to the public 4 days a week), by email, by telephone, fax, or by post.

Complaints of a serious nature should be made in writing to the Town Clerk or in the case of a complaint against the Town Clerk to the Town Mayor. Complaints regarding staff or Councillors MUST be made in writing.

CONTACT DETAILS:

Telephone: 01322 385513

Fax: 01322 385849

Email: graham.blew@swanscombeandgreenhithetowncouncil.gov.uk

Write to: Graham Blew, Swanscombe and Greenhithe Town Council, Council Offices,
The Grove, Swanscombe, Kent, DA10 0GA

Office
opening
times: Mon, Tues, Thurs, Fri ; 9.30am to 1.00pm and 1.45pm to 4.00pm

When a complaint is received it will be logged, acknowledged and passed to the Town Clerk. The Town Clerk will determine the seriousness and urgency of the complaint and the appropriate action to take. This may be any of the following:

- a response issued by the Town Clerk
- the issue forwarded to a relevant Committee of the Council for consideration.
- details of the complaint passed to the relevant authority/organisation if the responsibility does not fall within the remit of the Town Council.

Swanscombe and Greenhithe Town Council Officers will always attempt to deal fairly, promptly and in confidence to:

- resolve any issues
- attempt to ensure they do not recur
- improve on services

If the complaint is found to be justified the Officer(s) will;

- provide a written apology and explanation
- take corrective action

If a complaint requires a decision from the Town Council the Town Clerk will advise the complainant and place the matter before the Town Council at the most appropriate opportunity. The Town Clerk will then carry out the action required in accordance with the decision of the Town Council.

If a complaint is made against a member of staff, this will be thoroughly investigated and, if appropriate, dealt with in accordance with the Town Council's Staff Disciplinary Procedures.

If a complaint is made against the Town Clerk, this will be dealt with in accordance with the appropriate section of the Town Council's Staff Disciplinary Procedures.

TIMESCALES

- Initial acknowledgement of complaint within seven days confirming how the complaint will be dealt with;
- a response, if appropriate, from the Town Clerk and/or the Town Mayor within fourteen days;
- a decision from the appropriate Committee or Town Council within 31 days.