

COMPLAINTS PROCEDURE

Reviewed 21st January 2025

1. Arlesey Town Council is committed to providing quality service for the benefit of people who live in, work in or visit the parish. If dissatisfied with the standard of service you have received from council or are unhappy about an action/ lack of action by council, this Procedure identifies how you may complain and how we shall try to resolve your complaint.
2. This 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, or between an employee and council as employer. Those matters are under the council's disciplinary and grievance procedures.
 - 3.2 Complaints against councillors are covered by the Code of Conduct for Members adopted by the Council in May 2023 and should be made direct to the Monitoring Officer of Central Bedfordshire Council who can also provide further information on the process of dealing with complaints against councillors.
4. The appropriate time for influencing Council decision-making is before Council debates and votes on a matter. You may do this by raising your concerns in writing to Council in advance of the meeting at which the item is to be discussed. There may also be opportunity to raise your concerns in the public participation section of Council meetings - Public Bodies (Admissions to Meetings) Act 1960. If unhappy with a Council decision, you may raise your concerns with the Council, but Standing Orders prevent 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.
5. You may make your complaint about council's procedures or administration to the Town Clerk in person, by phone, or by writing to/emailing the Town Clerk: Arlesey Town Council, Arlesey Community Centre, High Street, Arlesey SG15 6SN. Tel. (01462) 733722 Email: clerk@arlesey-tc.gov.uk
6. Wherever possible, the Town Clerk will try to resolve your complaint immediately. If this is not possible, they will normally try to acknowledge your complaint within five working days.
7. If you do not wish to report your complaint to the Town Clerk, you may make your complaint directly to the Chair of the Council.
8. The Town Clerk or Chair of the Council will investigate each complaint, obtaining further information as necessary from you and/or staff /members of the Council.
9. The Town Clerk or Chair of the Council will notify you within 20 working days of the outcome of your complaint and of what action (*if any*) Council proposes to take. (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 either to the Chair of the Council if he/she has not been involved in considering the initial complaint, or to an Appeals Panel, consisting 3 members of the Council specifically delegated by Council to consider the matter and (usually within eight weeks) you will be notified in writing of the outcome of review of your original complaint.
11. Should you remain dissatisfied with this review of your complaint, you may seek Council's consideration on the matter. Any such consideration will be dealt with at the next meeting of the Council under 'Exempt Business' - section 1(2) of the Public Bodies (Admission to Meetings) Act 1960 - and the decision reached at that meeting will be advised to you within 7 working days. At this point the decision made will be considered by Council as final.