



New Policy: Drafted for Review: 8th May 2018
Adapted from SLCC Model and WGTC

Next Review Date: May 2019

Compliments and Complaints Policy and Procedures

Adopted on: 15th May 2018

Compliments

1. If a compliment about procedures, administration or the actions of any of the Council's employees is notified orally to a councillor, or the Town Clerk to the Council, a written record of the compliment will be made.
2. If the compliment refers to the Town Clerk, he or she should be advised to write to the Chair of Council and the Chair of Finance and Human Resources Committee as the Clerk's Line Managers.
3. a) On receipt of a written compliment, the Town Clerk will congratulate the person receiving the compliment and keep a written record to be included as part of the employee appraisal.
b) Where the Town Clerk or a Councillor receives a written compliment about the Town Clerk's actions, he or she shall refer the compliment to the Chair of Council. On receipt the Chair of Council and Chair of Finance & HR Sub-Committee (panel) will congratulate the Clerk and keep a written record to be included as part of the employee appraisal.

Complaints

1. Stony Stratford 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 **17th July 2012** and, if a complaint against a councillor is received by the council, it will be referred to the Standards Committee of **Milton Keynes Council**. Further information on the process of dealing with complaints against councillors may be obtained from the Monitoring Officer of **Milton Keynes 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.
5. You may make your complaint about the council's procedures or administration to the Clerk. You may do this in writing (e-mail/letter), person or by telephone to the Clerk:



New Policy: Drafted for Review: 8th May 2018
Adapted from SLCC Model and WGTC

Next Review Date: May 2019

The Town Clerk, Stony Stratford Town Council
The Library@5-7 Church Street
Stony Stratford
MK11 1BD

t. 01908-566726

e. office@stonystratford.gov.uk

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 Chairman of the Council who will report your complaint to the to the Council's Finance and Personnel Committee.
8. The Clerk 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 (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 full Council and (usually within eight weeks) you will be notified in writing of the outcome of the review of your original complaint.