



# Knaresborough Town Council

---

## KNARESBOROUGH TOWN COUNCIL COMPLAINTS PROCEDURE

1. Knaresborough 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. It does NOT apply to:
  - 2.1. 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; or
  - 2.2 complaints against councillors. Complaints against councillors are dealt with under the Code of Conduct for Members adopted by the Council on 12 October 2015 and will be referred to Harrogate Borough Council's Monitoring Officer; for further information on the process of dealing with complaints please call 01423 500600 or email [jennifer.norton@harrogate.gov.uk](mailto:jennifer.norton@harrogate.gov.uk)
3. Complaints about the council's procedures or administration should be made 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. If you do not wish to report your complaint to the Clerk, you may make your complaint directly to the Chair of Office Services. Your complaint will be formally acknowledged within five working days.
4. The Clerk or the Chair (as appropriate) will investigate each complaint, obtaining further information as necessary from you and/or from staff or members of the council.
5. The Clerk or the Chair of Office Services will notify you within one month 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 one month timescale may have to be extended. If it is, you will be kept informed).
6. If you are dissatisfied with the response to your complaint, you may ask for your complaint to be referred to full council and (usually within eight weeks) you will be notified in writing of the outcome of the review of your original complaint.

## **Contacts**

The Clerk: Knaresborough Town Council

Address: Knaresborough House  
High Street  
Knaresborough  
HG5 0HW

Telephone: 01423 864080

Email: [clerk@knaresboroughtowncouncil.gov.uk](mailto:clerk@knaresboroughtowncouncil.gov.uk)

The Chair of Knaresborough Town Council's Office Services Committee

Address: As above or please see the Town Council website

From the Model Complaints Policy - the Society of Local Council Clerks