

KNARESBOROUGH TOWN COUNCIL

Nicola Smith

*Clerk to the
Council*

Office Hours

9:00am – 12:30pm

Monday – Friday



Knaresborough House
High Street
Knaresborough
HG5 0HW
Tel: 01423 864080

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.
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 *[insert date]* and, if a complaint against a councillor is received by the council, it will be referred to the Standards Committee of Harrogate Borough Council, and no further action will be taken by the Town Council. Further information on the process of dealing with complaints against councillors may be obtained from the Monitoring Officer of *[insert the name of the principal]* Council.
4. You may make your complaint about the council's procedures or administration 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.
5. 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.
6. 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 Complaints Committee of the Council *[or whichever committee has this responsibility]* or to the Council (as appropriate).
7. The Clerk or the Complaints Committee of the Council 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.

Model Complaints Policy from the Society of Local Council Clerks

Adopted Date 2016

Review Date 2018

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8. 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.)
9. If you are dissatisfied with the response to your complaint, you may ask for your complaint to be referred to the Complaints Committee of the Parish / Community Council or to the full Council (as appropriate) and (usually within eight weeks) you will be notified in writing of the outcome of the review of your original complaint.

Contacts

The Clerk of Knaresborough Town Council

Address: Knaresborough House
High Street
Knaresborough
HG5 0HW

Telephone: 01423 864080

Email: clerk@knaresboroughtowncouncil.gov.uk

The Chairman of Knaresborough Town Council

Address: As above or please see the Town Council website or notice boards