



BURNHAM-ON-SEA & HIGHBRIDGE TOWN COUNCIL COMPLAINTS POLICY

Adopted 29th October 2014 Minute no. 58/14/P&F

Reviewed & amended 2nd November 2015

Minute no. 51/15/P&F

Minute no. 123/15/TC

Next Review: November 2019

Complaints Policy and Procedure

Burnham-on-Sea and Highbridge Town Council is committed to providing and improving the quality of service for the benefit of the people who live and work in its area. If you are dissatisfied with the level 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. We hope that most complaints can be settled quickly and informally either by putting matters right or by giving you an explanation.

This council will not acknowledge or consider complaints that are submitted anonymously.

Complaints about a councillor: If you have a complaint about the behaviour of an individual Councillor you need to write to:

The Monitoring Officer,
Sedgemoor District Council,
King Square,
Bridgwater.
TA6 3AR.

Further information on the process of dealing with complaints against councillors may be obtained from the Monitoring Officer.

Complaint about a member of staff: This will be dealt with under this council's disciplinary and grievance procedure. You can be assured that the matter will be taken seriously and appropriate action taken as required. The council will not, under any circumstances, enter into any correspondence or discussion about any action taken, formally or informally.

Complaint about a service area outside our responsibility: We will re-direct you to the relevant authority.

Complaint about the council's procedure or administration: The complaints procedure applies to these types of complaints and may include how the council has dealt with your concerns.

The appropriate time for influencing Council decision-making is by raising concerns before the Council debates and votes on the matter. You may do this by writing to the Council in advance of the meeting at which the item is to be discussed. You may also wish to register to speak in the public section of our council meetings.

How to complain:

Complaints can be made by letter or e-mail and addressed to the Clerk. Please see details below.

- Within 5 working days; you should receive an acknowledgement and will be informed of the course of action and be provided with an estimated timescale for further action
- Within 10 working days of consideration the Clerk will have tried to resolve your complaint. through possible decision (if required) at Committee or will provide an update on progress.
- Should the matter be a repeat complaint and/or the matter needs to go before a committee it may take up to 8 weeks to resolve the complaint
- The conclusion will be communicated by agreed means, and what action (if any) the Council proposes to take as a result of your complaint.

If however the complaint is being raised against the Clerk, then the above process will still be followed but the letter or e-mail is to be addressed to The Chairman of Council, and the Chairman will manage the process.

Burnham on Sea & Highbridge Town Council
The Old Courthouse
Jaycroft Road
Burnham on Sea
TA8 1LE