

LYDD TOWN COUNCIL

Complaints Procedure



Introduction

Lydd Town Council believes that listening to complaints and suggestions provides a valuable opportunity for improving its service and performance and demonstrates that the Council -

- Wishes to provide a good service
- Values feedback from our community
- Carries out its business in an open and honest way
- Wishes to deal with complaints in a fair and effective manner.

1. What complaints can be made?

If you are dissatisfied with the standard of service, actions or lack of action by the Council or its staff, or its agents you may make a complaint.

Lydd Town Council is unable to handle complaints regarding services that are delivered by other public bodies providing services in our area but we will try to provide you with the necessary contact details to pursue your complaint

2. How Lydd Town Council will deal with your complaint

a) Complaints received in person

Lydd Town Council will aim to deal with most complaints made in person, (either by you visiting or telephoning The Guild Hall) in a quick and satisfactory manner. However, if you are not satisfied with the response you receive you should put your complaint in writing by letter or email to the Town Clerk.

b) Written complaints

The Town Clerk will consider your complaint and if appropriate discuss and/or refer the complaint to a panel made of Members of the Council. You will be informed, at the earliest opportunity, of the outcome. If you are dissatisfied at this response you may request a meeting with a complaints panel made up of three Members of the Council

Any complaint about the Town Clerk should be addressed to The Mayor of Lydd Town Council.

c) Invitation to a meeting to discuss your complaint

If you inform us that you are dissatisfied with the outcome of step b) (response to your written complaint) you will be invited to attend a meeting with a panel of three Members of the Council to discuss your complaint. You will be advised as soon as practicable of the decision reached by the panel and any action to be taken as a result.

Any decision on a complaint which has reached this stage will be noted at the full Council meeting.

d) Appeals against the decision

If you wish to appeal against the decision reached by the panel you should inform the Town Clerk or Mayor within 7 working days of the date on the letter informing you of the decision. You will be invited to attend a further meeting with a panel made up of three different councillors who will consider your appeal. You will be advised as soon as practicable of the decision reached by the panel and any action taken as a result of this final stage of considering your complaint.

Any decision on a complaint which has reached this stage will be noted at the full Council meeting.

3. Complaints about Members of Lydd Town Council

Members of Lydd Town Council are obliged to observe the Council's Code of Conduct, which is the NALC model Code of Conduct. Complaints about councillors concerning allegations that they have broken this Code whilst carrying out their duties as a Lydd Town Councillor will be dealt with according to the Code.

How to contact us:

Telephone: 01797 320999

Email: townclerk@lyddtowncouncil.gov.uk

Letter or in person Lydd Town Council
Guild Hall
13 High Street
Lydd
Romney Marsh
Kent
TN29 9AF