Complaints Procedure

September 2025

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Contact details:

Town Clerk
Franklin Hall
Halton Road
Spilsby
PE23 5LA

01790 753189
townclerk@spilsbytowncouncil.gov.uk

1. Introduction

This complaints procedure is designed to deal with complaints made about the Council's action or perceived lack of action, or about the standard of a service, whether the action was taken or the service provided by the Council itself acting as a body corporate, or by a person or body acting on behalf of the Council.

Any complaint can only be processed by the Council at a properly convened meeting of either the full Council or of a committee tasked with investigating the matter.

Any complaint that involves one of the Council's employees will be dealt with in the first instance via this complaint's procedure, and if any further action is required, then in accordance with the Council's internal employment processes.

Please be aware that there are other bodies with responsibility for certain types of complaint:

Individual member's conduct alleged to breach the Code of Conduct adopted by the Council	The relevant principal authority Monitoring Officer should be contacted – the district council has responsibility for such matters
Alleged financial irregularity	Local electors have a statutory right to object to a Council's audit of accounts (Audit Commission Act 1998 s.16)
Alleged criminal activity	The Police

2. Before the Meeting

a. Any complaint about the Council's procedures or administration should be made in writing to the Clerk to the Council at:
   i. townclerk@spilsbytowncouncil.gov.uk
   ii. Town Clerk's Office, Franklin Hall, Halton Road, spilsby, PE23 5LA.

b. If the complainant does not wish to make the complaint via the Clerk to the Council, it should be addressed to the Chairman of the Council at:
   i. mayor@spilsbytowncouncil.gov.uk
   ii. FAO Mayor of Spilsby, Town Clerk's Office, Franklin Hall, Halton Road, Spilsby, PE23 5LA.

c. The Clerk to the Council or Chair of the Council will acknowledge receipt of the complaint and advise when the matter will be considered by either the Council or a nominated Committee working on behalf of the Council.

d. Please be aware that any complaint will be treated as confidential, and that the Council is obliged to comply with its duties under the Data Protection Act 1998 at all times to safeguard against the unlawful disclosure of personal data.

e. The complainant will be invited to attend the meeting at which the complaint will be considered, and be offered the opportunity to be accompanied by a representative, if required.

f. Seven clear working days prior to the meeting, the complainant is required to provide the Council with copies of any documentation or other items on which the complaint is based.

g. The Council will provide the complainant with copies of any documentation upon which it wishes to rely at the meeting and shall do so promptly, allowing the opportunity to read all material in good time for the meeting.

3. At the Meeting

a. The Council shall exclude the public and press whilst discussion of the matter takes place. Any decision on a complaint shall subsequently be announced at a meeting in public, whilst taking into account any duties to safeguard personal data as under point 2 d above.

b. The Chair will introduce everyone at the meeting, and explain the procedure to be followed.

c. The complainant will be asked to outline the grounds for the complaint, and thereafter, questions may be asked by:
   i. the Clerk.
   ii. Members of the Council.

d. The Clerk to the Council will then have an opportunity to explain the Council's position and questions may be asked by:
   i. the complainant.
   ii. then (ii) members.

e. The complainant will be offered the opportunity to summarise their position.

f. The Clerk will be offered the opportunity to summarise the position on behalf of the Council.

g. The Clerk and complainant will both be asked to leave the room whilst members decide whether or not the grounds for the complaint have been made. If a point of clarification is necessary, both parties shall be invited back.

h. The complainant will be given the opportunity to await the outcome, but if a decision is unlikely to be finalised quickly, will be advised when a decision is likely to be made and communicated to them.

4. After the Meeting

a. Any decision will be confirmed to the complainant within seven working days, together with details of any further action to be taken.

b. The Council's decision on the matter will be final, and no further appeal process will be offered.

SPILSBY TOWN COUNCIL

50TH Anniversary 1974-2024

PROUDLY SERVING THE PEOPLE OF SPILSBY

Complaints Form

Complainant's Name:			
Address:			
Post Code:		**Telephone No:**	
Email Address:			
Nature of Complaint:			
For Office Use Only:			
Received via:	Telephone Email In person In writing		
Date Received:			
Received by:			
Complaint acknowledged in writing:			
Letter of explanation to complainant:			