



March Town Council Complaints Policy and Procedure

1. Introduction

March Town Council is committed to providing high-quality services to the community it serves. We recognise that there may be occasions when individuals or groups are dissatisfied with our services or actions. This Complaints Policy and Procedure is designed to provide a fair and transparent process for addressing and resolving complaints.

2. Scope

This policy applies to all complaints received by March Town Council relating to its services, staff, or any other aspect of its operations. It covers complaints from members of the public, service users, or any other individuals or groups affected by the actions of March Town Council.

3. Definition of a Complaint

A complaint is defined as an expression of dissatisfaction or concern regarding the actions, decisions, or services provided by March Town Council.

4. Complaints Procedure

4.1 Lodging a Complaint

- a. Complaints can be submitted in writing or via email and marked for the attention of The Town Clerk.
- b. Complaints should include relevant details such as the nature of the complaint, the date and time of the incident or issue, the names of any individuals involved, and any supporting evidence or documentation.

4.2 Acknowledgment of Complaint

- a. Upon receipt of a complaint, March Town Council will acknowledge it in writing within five working days.
- b. The acknowledgment will include a unique reference number for future reference.

4.3 Investigation and Response

- a. March Town Council will conduct a thorough investigation into the complaint, gathering any necessary information or evidence.
- b. The investigation will be carried out by an appropriate officer (usually The Town Clerk) or designated person not directly involved in the matter being complained about.
- c. The investigation will be completed within 14 working days from the date of acknowledgment.

4.4 Response

- a. Once the investigation is concluded, March Town Council will provide a written response to the complainant within 14 working days from the date of acknowledgment.
- b. The response will outline the findings of the investigation, any actions taken or proposed to address the complaint, and any necessary remedies or compensation.
- c. If the investigation requires more time to complete, the complainant will be informed in writing, providing an estimated timeframe for the response.

5. Right of Appeal

- a. If the complainant remains dissatisfied with the response received, they have the right to appeal the decision.
- b. Appeals must be submitted in writing within 14 working days from the date of the response.
- c. Appeals should outline the reasons for dissatisfaction with the original response and any additional information or evidence to support the appeal.

6. Appeals Procedure

- a. Appeals will be reviewed by an independent person or panel appointed by March Town Council.
- b. The appeal review process will be completed within 14 working days from the date of receipt of the appeal.
- c. If the appeal review requires more time to complete, the complainant will be informed in writing, providing an estimated timeframe for the review.
- d. The decision of the independent person or panel will be final and communicated to the complainant in writing.

7. Confidentiality and Data Protection

- a. All complaints and related information will be treated confidentially and in accordance with applicable data protection laws.
- b. Personal information collected during the complaint process will only be used for the purpose of investigating and resolving the complaint.

8. Monitoring and Review

March Town Council will monitor complaints received and their outcomes to identify trends and areas for improvement.

This policy and procedure will be reviewed periodically to ensure its effectiveness and compliance with any relevant changes in legislation.