



Complaints Procedure

- 1 Bletchley and Fenny Stratford Town Council (BFSTC) is committed to providing a good standard of service to 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 will try to resolve your complaint.
- 2 We define a complaint as *“an expression of dissatisfactionabout the council’s action or lack of action or about the standard of a service, whether the action was taken or the service provided by the council itself or a person or body acting on behalf of the council”*.
- 3 This Complaints Procedure applies to complaints about **council administration and procedures** and may include complaints about how council employees and/or council contractors have dealt with your concerns.
- 4 The Complaints Procedure does **not** apply to:

Type of Complaint	Refer to
Complaints about alleged financial irregularity	<p>Local electors have a statutory right to object to a Council’s audit of accounts. BFSTC’s auditors are:</p> <p>PKF Littlejohn LLP SBA Team, 1 Westferry Circus, Canary Wharf, London E14 4HD sba@pkf-littlejohn.com</p> <p>020 7516 2200</p>
Complaints about alleged criminal activity	<p>The police.</p> <p>Thames Valley Police 302 North Row, Witan Gate East, Milton Keynes</p>

	<p>MK9 2DS</p> <p>http://thamesvalley.police.uk</p> <p>Tel: 101</p>
Complaints about alleged misconduct by councillors	<p>Standards of conduct expected of Councillors are covered by the Code of Conduct adopted by the Town Council and alleged breaches of the code will be referred to the Standards Committee of Milton Keynes Council. Complaints should ordinarily be made direct to the Monitoring Officer at Milton Keynes Council. (If a complaint is received by the Town Council it will be referred to the Standards Committee.) Information about the process for making a complaint against a councillor can be obtained from:</p> <p>The Standards Committee c/o The Monitoring Officer The Civic Offices Milton Keynes Council Civic Offices 1 Saxon Gate East Central Milton Keynes MK9 3EJ</p> <p>www.milton-keynes.gov.uk</p>
Complaints by one council employee about another or between a council employee and the Council	<p>This type of complaint is dealt with under the Council's staff disciplinary and grievance procedures and the detail of such proceedings remain confidential.</p>
Complaints about decisions of the Town Council	<p>The complaints procedure is not designed to deal with objections to policy and other decisions which have been properly made by the Town Council within council meetings with no failures of administration or procedures. Disagreement with decisions of council should be made known by letter or discussion with council members and will be considered but will not be subject to this complaints procedure.</p>

- 5 The appropriate time for influencing Council decision-making is by raising your concerns before the Council debates and votes on a matter. You may do this by writing to the Council in advance of the meeting at which the item is to be discussed. There may also be the opportunity to raise your concerns in the public participation section of Council meetings. If you are unhappy with a Council decision, you may raise your concerns with the Council, but Standing Orders prevent the Council from re-opening issues for six months from the date of the decision, unless there are exceptional grounds to consider this necessary.
- 6 You may make your complaint about the Council's procedures or administration to the Clerk. You may do this by writing or emailing the Clerk. The address is set out below. In

order to assist the Council to deal with your complaint as efficiently as possible a standard form is available on our website.

- 7 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.
- 8 If you do not wish to report your complaint to the Town Clerk, you may make your complaint directly to the Chair of the Council who will report your complaint to the appropriate officer or committee within the council according to the nature of the complaint
- 9 The Town Clerk will also report all formal complaints and their outcome to the Town Council.
- 10 Complaints will be investigated by the Clerk to the council or by the Chair of the HR committee on behalf of the HR Sub-committee if the complaint is about the Town Clerk. The council may seek to obtain further information as necessary from you and/or from contractors, staff or members of the Council.
- 11 The Clerk or Chair of Council will notify you within 20 working days of the outcome of your complaint explaining what action (if any) the Council proposes to take as a result of your complaint. (In exceptional cases the twenty working day timescale may be extended; if so you will be kept informed.)
- 12 If you are dissatisfied with the response to your complaint, you may apply in writing for your complaint to be referred to Full Council. The letter notifying you of the outcome will explain how to make your appeal. If the complaint is to be referred for appeal to Full Council it will be dealt with as soon as possible. You will be notified of the outcome of the review of your original complaint in writing as soon as possible and no later than 8 weeks after you first asked for the matter to be reviewed.
- 13 To ensure compliance with our obligations under the Data Protection Act 2018 the Town Council will not disclose the identity, contact details or other personal data about an individual complainant unless he/she consents to this or disclosure is otherwise fair and lawful under the 2018 act. The identity of the complainant will be made known only to those in the council who are considering the complaint.

Contacts:

Town Clerk /Chair of Council
Bletchley and Fenny Stratford Town Council
Bletchley Library
Bletchley
Milton Keynes
MK2 2RA

Adopted on 13 May 2020



COMPLAINT REPORT FORM

Full name of person complaining:

Postal address and/or email and telephone number:

Date of Complaint:

Date of event(s) resulting in complaint:

Description of the complaint (Please include relevant events, names of councillors, staff or contractors involved and as much information as possible to help us to investigate your complaint):

Continue on a separate sheet if necessary