

LOOE TOWN COUNCIL

KONSEL TRE LOGH

Complaints Policy & Procedure



Adopted by Council:
29th September 2026

Next review: 31st May 2027

Looe Town Council

Complaints Procedure



Introduction

Looe Town Council is committed to providing a quality service for the benefit of the 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 try to resolve your complaint.

This Complaints Procedure applies to complaints about Council administration and procedures and may include complaints about how Council employees have dealt with your concerns.

Scope

This Complaints Procedure does not apply to:

- Complaints by one council employee against another council employee, or between a Council employee and the Council as employer. These matters are dealt with under the Council's disciplinary and grievance procedures.
- Complaints against Councillors. Complaints against Councillors are covered by the Code of Conduct for Members and, if a complaint against a Councillor is received by the council, it will be referred to the Standards Committee of Cornwall Council. Further information on the process of dealing with complaints against Councillors may be obtained from the Monitoring Officer of Cornwall Council.

Council Decision Making

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 questions section of Council meetings. If you are unhappy with a Council decision, you may raise your concerns with the Council. 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 and the special process set out in the Standing Orders is followed.

Complaints about Council procedures or Staff

Initially, you should make your complaint about the Council's procedures or administration to the Clerk. You may do this in person, by phone, or by writing to or emailing the Clerk. The addresses and numbers are set out below. In the event the Clerk is unavailable, the Nominated Proper Officer, or Deputising Officer will respond. For the purposes of this policy, reference will always be made to the Clerk with the understanding of this contingency.

If your complaint is against the Town Clerk, you should address your complaint directly to the Town Mayor. They will then investigate the complaint and may refer to the Staffing Committee if required.

Wherever possible, the Clerk or the Mayor 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.

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If you do not wish to report your complaint to the Clerk, you may make your complaint directly to the Chairman of the Council (The Town Mayor) who will try to resolve your complaint or report it to the Council or the appropriate Council Committee.

The Clerk or The Town Mayor will investigate each complaint, obtaining further information as necessary from you and/or from staff or members of the Council.

The Clerk or the Town Mayor will notify you within 20 working days of the outcome of your complaint and of what actions (if any) the Council proposes to take as a result of your complaint. (In exceptional cases the twenty working days timescale may have to be extended. If it is, you will be kept informed.)

If you are dissatisfied with the response to your complaint, you may appeal and ask for your complaint to be referred to the Full Council. They will do so at the next meeting and (usually within eight weeks), you will be notified in writing of the outcome of the review of your original complaint.

Contact Details:

Town Clerk:

Sam White

Email: town.clerk@looetowncouncil.gov.uk

Tel: 01503 262255

Address: Looe Town Council, Looe Library & Community Hub, The Millpool, Looe, PL13 2AF

Chairman/Town Mayor:

Stephen Remington

Email: stephen@looetowncouncil.gov.uk

Tel: 01503 262255

Address: Looe Town Council, Looe Library & Community Hub, The Millpool, Looe, PL13 2AF