



**Town Council of Lydney - COMPLAINT PROCEDURE**

**Council Complaints Procedure**

1. Lydney 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 shall try to resolve your complaint.
2. This Complaints Procedure applies to complaints about council administration and procedures and may include complaints about how council employees have dealt with your concerns.
3. ***This Complaints Procedure does not apply to:***
  - 3.1. 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.
  - 3.2. Complaints against councillors. Complaints against councillors are covered by the Code of Conduct for Members adopted by Lydney Town Council at its Annual Council Meeting and, if a complaint against a councillor is received by the CEO it will be addressed in line with the council's stated procedure and if necessary, referred to the Monitoring Officer at Forest of Dean District Council. If such complaints refer to failure to declare a disclosable pecuniary interest or other allegations of a criminal nature the CEO will also inform the police if such action is deemed appropriate. **Further information on the process of dealing with complaints against councillors may be obtained from the Monitoring Officer of Forest of Dean District Council.**
4. 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 and the special process set out in the Standing Orders is followed.
5. You may make your complaint about the council's procedures or administration to the CEO. You may do this in person, by phone, or by writing to or emailing the CEO (*The addresses and numbers are set out below*).
6. Wherever possible, the CEO will try to resolve your complaint immediately. If this is not possible, the CEO will normally try to acknowledge your complaint within five working days.

7. If you do not wish to report your complaint to the CEO, you may make your complaint directly to the Mayor who will report your complaint to the appropriate committee of the Council or to the Full Council.
8. The CEO or the Committee of the Council or the Council (as appropriate) will investigate each complaint, obtaining further information as necessary from you and/or from staff or members of the Council.
9. The CEO (or the Mayor) will notify you within 20 working days of the outcome of your complaint and of what action (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.)
10. If you are dissatisfied with the response to your complaint, you may ask for your complaint to be referred to the full Council and (usually within eight weeks) you will be notified in writing of the outcome of the review of your original complaint.

**Contacts**

Chief Executive Officer Lydney Town Council

Telephone: 01594 842234  
Email: ceo@lydneytowncouncil.co.uk

**Or**

The Mayor of Lydney

Address for both: Town Council Chambers  
Claremont House  
High Street  
Lydney  
GL15 5DX

Other contact details and the name of the Mayor for the current civic year are available on the Town Council’s web-site: [www.lydneytowncouncil.co.uk](http://www.lydneytowncouncil.co.uk)

Adopted..... Date.....

Chairman.....

Proper Officer/RFO.....

***This policy will be kept up to date as the size and nature of the Council changes or new legislation is introduced. Otherwise date of next review - May 2023.***