



SANDOWN TOWN COUNCIL

Complaints Procedure

APPROVAL DATE: 17-May-21
REVIEW DATE: 30-Apr-22
MINUTE NUMBER: 10-2021/22(c)

1. COMPLAINTS REGARDING COUNCILLORS

- 1.1. Pursuant to section 27 of the Localism Act 2011, Sandown Town Council ('the Council') has adopted a Code of Conduct to promote and maintain the high standards of behaviour by its Members and co-opted Members.
- 1.2. The code applies whenever they conduct the business of the Council including:
 - the business of the office to which they were elected or appointed; or
 - when they claim to act; or
 - give the impression of acting as a representative of the Council.
- 1.3. The Localism Act 2011 requires local authorities to establish arrangements to deal with allegations of breaches by councillors of the Members' Code of Conduct.
- 1.4. Therefore, any complaints against a member of Sandown Town Council are considered by the Monitoring Officer of the Isle of Wight Council.
- 1.5. Please click [on the link](#) or refer to the Isle of Wight Councils website for the [procedure for making a complaint against a councillor](#). If you would like a copy emailed or posted to you please contact the clerk.

2. OTHER COMPLAINTS

2.1. Introduction

2.1.1. Sandown Town Council will do their utmost to settle complaints and satisfy any complaint made.

2.1.2. If a complaint is not settled by the Town Council, it cannot refer the complaint to any other body for settlement.

2.2. Unreasonable Complaints

2.2.1. Contacts which might be considered unreasonable would include:

(a) constant repetition of a query when reasonable answer has been given.

(b) Ongoing questions of details when the substance of a matter is closed.

(c) Repeated questions in relation to a matter over which the town council has no authority.

(d) The council will not tolerate abusive or bullying contacts.

2.3. Process.

2.3.1. If the complainant prefers not to put the complaint to the Clerk he or she shall be advised to put it to the Mayor.

Oral Complaints

2.3.2. If a complaint about procedures or administration is notified orally to a Councillor or the Clerk and they cannot satisfy the complainant fully, the complainant shall be asked to put the complaint in writing to the Clerk.

Written Complaints

2.3.3. On receipt of a written complaint the Clerk or Mayor, shall try to settle the complaint directly with the complainant.

- 2.3.4. If the complaint is about the behaviour of the Clerk, they will be notified and given an opportunity for comment on the allegation and the intended method of dealing with and resolving the complaint.
- 2.3.5. If a written complaint is dealt with to the satisfaction of the complainant, it will be reported at the next council meeting.
- 2.3.6. The clerk or mayor shall bring any written complaint, which has not been settled to the next meeting of the Council and the Clerk shall notify the complainant on which date the complaint will be considered.
- 2.3.7. The Council shall consider whether the circumstances attending any complaint warrant the matter being discussed in the absence of the press and public.
- 2.3.8. Any decision on a complaint shall be announced at the council meeting in public.
- 2.3.9. Council shall defer dealing with any written complaint only if:
 - (a) It is of the opinion that issues of law or practise arise on which advice is necessary; or
 - (b) Further evidence is required.
- 2.3.10. In such cases the complaint shall be dealt with at the next meeting after the advice has been received.
- 2.3.11. As soon as is reasonably possible after the decision has been made, the decision and any action to be taken shall be communicated in writing to the complainant.