

TOWN AND CINQUE PORT OF HYTHE



Hythe Town Council
Oaklands, Stade Street, Hythe, CT21 6BG
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COMPLAINTS PROCEDURE POLICY

WWW.HYTHERTC.GOV.UK/POLICIES/GOVERNANCE

This Policy was adopted by the Council at its meeting held on: 26 April 2021

Minute 318/20

GOVERNING BODY: HYTHE TOWN COUNCIL, TOWN COUNCIL OFFICES, OAKLANDS, 1 STADE STREET, HYTHE, KENT.
CT21 6BG



Hythe 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 the Council or are unhappy about an action or lack of action, this complaints procedure explains how you may complain to the Council and how we shall try to resolve the issue.

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 is also the opportunity to raise your concerns in the public participation section of council meetings.

This complaints procedure applies to issues regarding the Council's administration and procedures and may include complaints about how the Council has dealt with your concern(s).

This complaints procedure does not apply to

Complaints by one Council employee against another, or between the Council as an employer and an employee. These matters are dealt with under the Council's Disciplinary and Grievance Procedures.

If your complaint relates to an individual employee, you may be assured that it will be taken seriously and dealt with appropriately.

Complaints against Councillors are covered by the code of conduct for members adopted by the town council. If a complaint against a councillor is received by the Town Council, it will be referred to the Monitoring Officer and the District's Standards Committee.

Further information on the process of dealing with complaints against Councillors may be obtained from the Monitoring Officer of Shepway District Council.

You may make your complaint regarding Council procedures or administration to the Town Clerk by doing this in person, by phone, or by writing to or emailing them - contact details are listed at the end of this document. The Town Clerk will normally try to acknowledge your complaint within three working days, and try to resolve your complaint within a further 10 working days. If you do not wish the Town Clerk to investigate the complaint you may take it directly to the Mayor who will arrange for it to be investigated by the Deputy Town Clerk.

The Town Clerk or investigating officer (as appropriate) will review each complaint, obtaining further information as necessary from you and/or from staff or members of the Council.

The Town Clerk or the other officer will normally notify you within 20 working days as to the outcome of your complaint and what action (if any) the Council proposes to take. In exceptional cases, the twenty working days timescale may have to be extended - If it is, you will be notified.

If you remain dissatisfied with the response to your complaint, you may ask for it to be referred to the Mayor for review. They have the discretion of whether to convene with a complaints panel before deciding to respond directly to you with the outcome.

If the Mayor decides to convene a complaint panel they will invite you to attend and explain your complaint. The Town Clerk or other officer will respond.

At the Mayor's discretion, you, and the Town Clerk (or officer) may ask questions of each other. At the end of this meeting you will have the final word and both parties will be asked to withdraw while the panel decide.

A decision will be made and the outcome of the review and what action (if any) the Council proposes to take will be notified to you by the Mayor either at the conclusion of the panel meeting or within 5 working days.



Contact details:

Town Clerk, Oaklands, 1 Stade Street, Hythe, Kent, CT21 6BG

T: 01303 266152

E : admin@hythe-tc.gov.uk

In the prolonged absence of the Town Clerk, the matter will be dealt with by the Deputy Town Clerk via the above contact details.

