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[www.launceston-tc.gov.uk](http://www.launceston-tc.gov.uk)



Launceston Town Council  
The Town Hall  
Launceston  
Cornwall PL157AR

## Complaints Procedure

1. Launceston 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 the Council on 21 November 2012. 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.
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 Town Clerk. You may do this in person, by phone, or by writing to or emailing the Town Clerk. The addresses and numbers are set out below.
6. Wherever possible, the Town Clerk will try to resolve your complaint immediately. If this is not possible, the Town Clerk will acknowledge your complaint immediately and aim to resolve your complaint within five working days.
7. The Town Mayor will acknowledge your complaint immediately, and will report your complaint to a specially convened Complaints Panel consisting of the Mayor and two other councillors, or to the Full Council as appropriate.

8. The Town Clerk or the Complaints Panel or the Full 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 Town Clerk or the Town Mayor will notify you within twenty 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 a specially convened Complaints Panel or to the Full Council (as appropriate) and you will be notified in writing of the outcome of the review of your original complaint within eight weeks.

Adopted 16 July 2013.

Subject to periodic review.

#### Contacts

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Western Road  
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