



AYLESBURY TOWN COUNCIL

Complaints Procedure

General

This procedure will govern all complaints received by Aylesbury Town Council and which relate directly to those matters that are the responsibility of the Council, its members or staff.

Aylesbury Town Council resolves to deal with all complaints received in a promptly and efficient manner, in accordance with the agreed timetable, whether the complaint is received verbally or in writing.

Verbal Complaints

Verbal complaints should be dealt with at the time they are made, whether they are made to a Councillor or member of staff. The person receiving the complaint will ensure that they have fully understood the basis for the complaint, consider all relevant information and/or background, responding appropriately to the complainant, at the time.

If the verbal complaint is not satisfactorily resolved at this stage, the complainant should be advised to submit the complaint, in writing, to the Town Clerk of the Council.

Written Complaints

All written complaints to Aylesbury Town Council should be addressed to the Town Clerk at the Town Hall. The only exception will be when the complaint relates to the Town Clerk, when instead the complaint should be addressed to the Town Mayor.

A written acknowledgement of receipt will be sent in writing, to the complainant, within 7 working days of receipt at the Town Hall.

The Town Clerk (Town Mayor) will respond to the complaint, in writing, within 21 working days, having considered all aspects of the complaint, all relevant information and/or background. The response will incorporate the Council's formal response to the complaint and, where deemed necessary, an explanation of the decisions taken and any further actions required.

Should the complaint not be resolved, at this point, the complainant can appeal in writing to the Town Mayor at the Town Hall. The letter of appeal will be acknowledged to the complainant, in writing, within 7 working days. The appeal will be considered by a panel comprised of the Chairman and Vice Chairman of the Policy Committee, who will determine the Council’s final formal response. The final formal response will be sent, in writing, to the complainant, within 21 working days.

Adopted by Policy Committee	Ratified by Town Council	Reviewed	Amended	Next Review Date
07 April 2016	10 April 2016			April 2020
22 October 2020	12 November 2020	October 2020	October 2020	October 2022