



# Church Stretton

Town Council

## **Complaints Procedure**

### **November 2021**

#### **1. Introduction**

- 1.1 Church Stretton 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.
- 1.2 This Complaints Procedure applies to complaints about council administration and procedures and may include complaints about how council employees have dealt with your concerns.
- 1.3 This Complaints Procedure does not apply to:
- 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.
  - complaints against councillors. Complaints against councillors are covered by the Code of Conduct for Members adopted by the Council. If a complaint against a councillor is received by the council, it will be referred to the Standards Committee of Shropshire Council. Further information on the process of dealing with complaints against councillors may be obtained from the Monitoring Officer of Shropshire Council.

#### **2. Making a Complaint**

- 2.1 Complaints must be submitted in writing outlining the nature of the complaint. Please indicate if you wish your complaint to be handled confidentially.
- 2.2 Complaints should be submitted to the Town Clerk:  
Church Stretton Town Council Offices  
60 High Street  
Church Stretton  
SY6 6BY

If this is not possible or if the complaint involves the Clerk, complaints may be submitted to the Chair.

### **3 Receipt of Complaint**

- 3.1 Complaints will be acknowledged, in writing within 5 working days; confirming that the complaint will be treated confidentially and the next steps in the procedure

### **4 Resolution**

#### **4.1 Stage 1**

Every effort will be made to resolve complaints quickly and to the complainant's satisfaction.

A decision will be provided to the complainant within 5 working days unless there are exceptional circumstances.

#### **4.2 Stage 2**

- 4.2.1 If the complainant is not satisfied with the stage 1 outcome, the Town Clerk or nominated officer will acknowledge the complainants remaining concerns within 5 working days and confirm the next steps in the procedure and timescales.
- 4.2.2 The Town Clerk, Chair or Personnel Committee as appropriate will investigate the facts of the complaint, this may involve speaking to other staff. The complainant may be invited to a meeting to discuss the complaint.
- 4.2.3 At a resolution meeting the complainant will be asked to outline the grounds for complaint. Questions may be asked by the Town Clerk, or other nominated officer or by the Chair of the meeting. Each party will be given the opportunity to summarise their respective positions.
- 4.2.4 The complainant will be advised when a decision about their complaint will be made and when it will be communicated to them.

### **5 Decision**

- 5.1 The council will write to the to the complainant within 20 days to confirm whether or not their complaint has been upheld, giving reasons for its decision together with details of any further action to be taken if appropriate, and the appeal process.

### **6 Appeal**

- 6.1 If a complainant is still not satisfied with the outcome of their complaint they may appeal. The Town Clerk will convene a meeting of the Personnel Committee or Full Council to review the matter. The decision of the Personnel Committee or Full Council as appropriate is final.

## **7 Data Protection**

- 7.1 Your personal information will be held in accordance with our privacy policy which is attached at appendix one.

Approved Date: 23<sup>rd</sup> November 2021

Review Date: November 2022

## **Appendix One**

### **Complaints Procedure Privacy Policy**

Your personal information is being processed by Church Stretton Town Council. We are committed to managing personal information in line with current legislation and best practice, this includes the new General Data Protection Regulation (GDPR) which is active from May 25th, 2018. Whenever you provide personal information, we will treat information in accordance with our privacy policy.

#### **Description of processing**

The following is a broad description of the way this council processes personal information:

#### **Reasons for processing information**

We process personal information to enable us to deal with your complaint.

#### **Type of information processed**

We process information relating to the above purposes. This information may include personal details- such as name, address and contact details.

#### **Who the information is processed about**

<b>Retention Period</b>	All information below will be kept whilst we are dealing with your complaint.
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We process information regarding the person making the complaint.

<b>Where stored:</b>	Electronic, paper
<b>Authority:</b>	Church Stretton Town Council
<b>Information Asset Owner:</b>	Church Stretton Town Council
<b>Location Held:</b>	Electronically and Secure File
<b>Permanent Preservation:</b>	No
<b>Sensitive Personal Data:</b>	Yes

#### **Who the information may be shared with**

We may share this information with committees or individuals involved in the investigation of your complaint. We will not share information with any third parties.

#### **Retention Policy**

#### **Rights of Data Subjects**

<b>The right to be informed</b>	Data subjects should be clear about what, why and in what way, Personal Identifiable Information (PII) will be processed.
<b>The right of access</b>	Data subjects have the right to learn what PII is held on them by whom and why
<b>The right of rectification</b>	Data subjects can request corrections to their PII
<b>The right to erase</b>	Data subjects can request to be forgotten
<b>The right to restrict processing</b>	Data subjects can ask organisation to stop processing their PII
<b>The right to data portability</b>	Data subjects can ask for their PII in machine readable format or to have it sent to another organisation
<b>The right to object</b>	Data subjects can object to organisation processing their PII
<b>Automated decision making and profiling</b>	Protection against targeted marketing and decision making

If you wish to require more information regarding rights, you can do this by consulting the Information Commissioners Office (ICO) website:

Please sign and date below to confirm you understand and agree with our privacy policy.

Signature:

Date: