

Cinderford Town Council Complaints Policy

1 Please note that certain types of complaint should be reported to the following bodies:

Type of conduct

Alleged criminal activity
Refer to The Police

Type of conduct

Members' conduct alleged to breach the Code of Conduct adopted by the council Refer to Forest of Dean District Council is responsible for handling complaints that relate to a member's failure to comply with the Council's Code of Conduct.

The definition of a complaint is 'an expression of dissatisfaction.... about the council's action or lack of action or about the standard of a service, whether the action was taken, or the service provided by the council itself or a person or body acting on behalf of the council'. Note the complaint will be treated as a complaint against the council not an individual member or employee. All complaints MUST be submitted in writing (this can be via email). The complaint should be sent to clerk@cinderfordtowncouncil.gov.uk or The Clerk, Cinderford Town Council, St Annals House, Belle Vue Centre, Cinderford GL14 2AB. However, if the complaint is in reference to the Clerk, then please address the complaint to the Chairman, postal address as above.

Please include the following information in your complaint submission:

1. Your name and address
2. An outline of the complaint
3. Any relevant details, for example dates, names of relevant members or employees/contractors
4. Any details of what you would like as an outcome/remedy (if appropriate).
5. Please tell us whether you would like this complaint to remain confidential. (The Council must comply with its obligations under the General Data Protection Regulations & Data Protection Act 1998 to safeguard against the unlawful disclosure of personal data).

To investigate your complaint the Council will delegate the investigation to an appropriate Officer or Member. The Council will endeavor to undertake all necessary action within a reasonable period and will acknowledge your complaint within 10 working days. The Council will refer to the NALC Legal Topic Note LTN 9E (issued June 2014) for guidance on handling complaints.

Approved Council Meeting: 26.07.2022

Date of Review: 26.07.2024