



WAREHAM TOWN COUNCIL

MAKING A COMPLAINT

WAREHAM TOWN COUNCIL
Town Hall | East Street | Wareham | Dorset | BH20 4NS
Telephone: 01929 553006 Email: admin@wareham-tc.gov.uk

OUR COMMITMENT TO YOU

The Town Council wants to provide good local services and first-class information on other services in the area. However, if you have a concern about the standard of service, actions or lack of action by the Council or its staff, we have drawn up a complaint's procedure designed to deal with your concerns speedily and fairly.

HOW CAN YOU COMPLAIN?

COMPLAINTS ABOUT AN INDIVIDUAL COUNCIL EMPLOYEE

In writing to:

- The Town Clerk, Town Hall, East Street, Wareham Dorset, BH20 4NS. Tel. 01929 553006.
Email: townclerk@wareham-tc.gov.uk
- OR, if your complaint is about the Clerk, to the Chairman of the Council, Town Hall, East Street, Wareham Dorset, BH20 4NS. Tel: 01929 553006.
Email: admin@wareham-tc.gov.uk

Such complaints will then be dealt with as an internal employment matter and any appropriate action taken.

COMPLAINTS ABOUT A COUNCILLOR UNDER THE MEMBERS' CODE OF CONDUCT

In writing to:

Mr Jonathan Mair, Monitoring Officer, Dorset Council, County Hall, Colliton Park, Dorchester, Dorset, DT1 1XJ. Tel. 01305 224181
Email: Jonathan.Mair@dorsetcouncil.gov.uk

Such complaints need to cite the name of the councillor you are complaining about and the Code of Conduct clause you believe they are in breach of.

COMPLAINTS ABOUT THE COUNCIL SERVICE, ADMINISTRATION OR PROCEDURES

In writing to:

- The Town Clerk, Town Hall, East Street, Wareham Dorset, BH20 4NS. Tel. 01929 553006.
Email: townclerk@wareham-tc.gov.uk

Such complaints will be handled under the Council's Complaints Procedure

COMPLAINTS PROCEDURE

OUR PROMISE TO YOU

We promise:

- To deal with your complaint in an understanding and sympathetic way
- To acknowledge receipt of your complaint within 2 working days and let you know the name of the person dealing with your complaint
- To respond to all complaints within 15 working days

WHAT HAPPENS TO MY COMPLAINT?

STAGE 1 RESPONSE TO YOUR COMPLAINT

The Clerk will consider your complaint and hopefully it will be resolved to your satisfaction, either by immediate action or a course of action agreeable to you. If you feel that the complaint cannot be resolved to your satisfaction, you can ask for the matter to be referred to a sub-committee of three Town councillors under Stage 2. Stage 1 will be completed within 15 working days of the date of your complaint.

STAGE 2 REVIEW OF STAGE 1 RESPONSE

If you are dissatisfied with the Stage 1 response, you may, within 15 working days of the date of the response, request a review. This will be undertaken by a sub-committee of three Town councillors who will consider and investigate your complaint and review the Stage 1 response. You will receive a response within 15 working days of your request for a review. The decision of the sub-committee will be final.