



## Complaints Policy and Procedure

### Introduction

Sherburn in Elmet 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. This complaints procedure applies to complaints about council administration and procedures and may include complaints about how council employees have dealt with your concerns.

### When is this Complaints procedure not appropriate?

Other bodies have responsibility for certain types of complaint:

Type of Complaint	Refer to
Alleged Financial irregularity	Local electors have a statutory right to object to external auditor - PKF Littlejohn LLP
Alleged criminal activity	North Yorkshire Police
Members' conduct	Monitoring Officer at North Yorkshire Council

### General Enquiries and Routine Issues

Not every query should be dealt with as a complaint. Everyday problems, queries and comments are periodically received by the council and are dealt with without being regarded as complaints. These are routine matters that are generally resolved quickly to the customer's satisfaction. If someone is dissatisfied with the original service or response they have received and wishes to take the matter further, then the issue would be recognised as a complaint.

### Informal Complaints

During the course of daily business, minor complaints may be made to councillors or the clerk about services provided by the council or by other organisations, including North Yorkshire Council. The clerk will use their discretion, and if possible, deal with these. It is not appropriate for every comment to be treated as a formal complaint. Every effort will be made to deal with these problems immediately, either by providing information, instigating appropriate action, referring the matter elsewhere or by explaining a decision taken.

### Formal Complaints Procedure

This procedure will be used for formal complaints about the council's administration or its procedures.

# SHERBURN IN ELMET TOWN COUNCIL COMPLAINTS POLICY & PROCEDURE

Adopted July 2022

Revised March 2025



Any complaint will be dealt with as a complaint against the council as a corporate body, not as a complaint against individual member(s) of the council.

A complaint against the council that involves a complaint about the conduct of its employees would be handled in accordance with this complaints' procedure. If following investigation and review of the complaint, the council decides that there may be the need to take disciplinary action, this would be in accordance with the council's disciplinary procedure.

Members are free to raise matters of concern in respect of council business by the submission of motions on relevant agendas.

## Data Protection and Confidentiality

The council is expected to treat complaints in confidence.

To ensure the council complies with its obligations under the Data Protection Act, the council cannot disclose the identity, contact details or other personal data about an individual complainant unless they consent to such disclosure.

## Dealing with the complaint

Complaints to the council should be submitted to:

Sherburn in Elmet Town Council

Eversley Park Centre,

Low Street,

Sherburn in Elmet,

LS25 6BA.

[clerk@sherburninemet-tc.gov.uk](mailto:clerk@sherburninemet-tc.gov.uk)

Any complaint which concerns the Clerk to the Council it should be sent to the Chairman of the council.

Details of the current Chairman of the council are found on the Town Council's website:

<https://www.sherburninemet-tc.gov.uk/>