

## **Stamford Town Council Comments, Compliments and Complaints Procedure**

If you wish to make a comment, compliment or complaint, please let us know in writing to: Town Clerk, Stamford Town Council, Town Hall, St. Mary's Hill, Stamford PE9 2DR or via e-mail at [townhall@stamfordtowncouncil.gov.uk](mailto:townhall@stamfordtowncouncil.gov.uk)

In the event of a complaint the following procedure will be followed:

### **STAGE A**

**Step 1** – The complaint will be acknowledged within no more than 3 working days of its receipt.

**Step 2** – The complaint will be investigated by a Complaints Panel comprising the Town Clerk, the Mayor and the Chairman of the relevant committee as soon as practicable after receipt of the complaint. Should any of the above be subject to the complaint – the Mayor will be replaced by the Deputy Mayor; the Chairman of the relevant Committee replaced by the Deputy Chairman; and the Town Clerk will be replaced by an appointed member of the Town Council.

**Step 3** – The Complaints Panel's findings will be communicated by post or email to the Complainant within no more than 3 working days following the Town Council meeting at which the findings were considered and action agreed.

**Step 4** – If the Complainant is dissatisfied with the Complaints Panel's findings they may lodge an appeal in writing or by email to the Town Clerk within 10 working days of the posting or emailing of those findings to the Complainant.

**Step 5** - Any such appeal will be acknowledged by post or email within no more than 3 working days of its receipt.

### **STAGE B**

**Step 6** - The Complaints Panels' findings will be examined by an Independent Review Panel, mutually acceptable to Stamford Town Council and the Complainant and who have not been involved in Stage A, which will be convened as soon as practicable after receipt of the appeal.

**Step 7** - The Independent Review Panel's findings will be communicated by post or email to the Complainant within no more than 3 working days following the Town Council meeting at which the findings were considered and action agreed.

All documentation related to a complaint must be directed through the Town Clerk, recorded in chronological order and provided to all members of Stamford Town Council. The timings given are subject to *force majeure* and unforeseeable circumstances such as illness.

**If following Stage A & B the complainant should remain dissatisfied with the outcome, the ruling of the Town Council at Stage B - Step7 will be final and the complaint considered closed. Any further action rests with them.**