

South Kirkby and Moorthorpe Town Council



COMPLAINTS PROCEDURE

This procedure is available in hard copy format at the Council's head office at the Grove, Stockingate, South Kirkby and on its website:

www.southkirkbyandmoorthorpetowncouncil.gov.uk

- All complaints must be submitted in writing to Town Clerk at the Grove, Stockingate, South Kirkby, WF9 3QF or via email to townclerk@skmtc.org.
- The complainant should confirm whether he/she wants the complaint to be treated confidentially.
- If the complaint concerns the Town Clerk then it should be addressed to the Chairman of the Employment Sub-Committee.
- Receipt of the complaint will be acknowledged in writing within 5 working days.
- The timeframe for investigating the complaint will be 28 days. If further time is necessary the complainant will be informed.
- If necessary there will be an opportunity for the complainant to make verbal representations.
- The outcome of the investigation will be communicated to the complainant in writing.
- There is a one stage appeal process.
- If the complainant wishes to appeal the outcome of the investigation then it should be submitted in writing to the Chairman of the Employment Sub-Committee stating the grounds for the appeal.
- If the original complaint concerns the Town Clerk and the complainant wishes to appeal then it should be submitted in writing to the Town Mayor stating the grounds for the appeal.