



TAVISTOCK TOWN COUNCIL

COMPLAINTS PROCEDURE

1. Tavistock 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.
2. This Complaints Procedure applies to complaints about council services, administration and procedures – including the Pannier Market Rules and Regulations and may include complaints about how Council employees have dealt with your concerns.
3. This Complaints Procedure does not apply to:
 - i. complaints by one council employee against another council employee, or between a council employee and the council as employer. These matters are dealt with under the council's disciplinary and grievance procedures.
 - ii. complaints against councillors. Complaints against councillors are covered by the Code of Conduct for Members as adopted by the Council and, if a complaint against a councillor is received by the Council, it will be referred to the Monitoring Officer of West Devon Borough Council. Further information on the process of dealing with complaints against councillors may be obtained from the Monitoring Officer of West Devon Borough Council.
 - iii. Complaints about democratic decisions taken by the Council decided by a vote.
4. The appropriate time for influencing Council decision-making is by raising your concerns before the Council debates and votes on a matter. You may do this by writing to the Council in advance of the meeting at which the item is to be discussed. There may also be the opportunity to raise your concerns in the public participation section of Council meetings. If

13. In the interests of clarity an appeal is constituted by either
 - an appeal to the Hearings Panel of a matter first heard by the Town Clerk, or
 - an appeal to the Appeals Panel in those circumstances where a complaint about the Town Clerk has been first heard by the Hearings Panel.

14. In the event of vexatious, unreasonable or malicious complaints the Council reserves the right, having requested the complainant desist from the inappropriate action, to cease communication with the complainant.

