



## **CAMBORNE TOWN COUNCIL**

### **COMPLAINTS POLICY**

Camborne Town Council recognises that from time to time there will be concerns expressed by members of the public over the activities of the Council or one of its members or employees. To address these issues the Council has adopted a procedure for the handling of complaints. This procedure allows people to have a form of address to the Council if they feel they have a complaint, are unhappy about an action or lack of action by the council or have been unfairly treated in their dealings with the Council staff, the Council or its Committees.

This complaints procedure does not apply to:

1. Complaints by one council employee against another council employee, or between the council as an employer and a council employee. These matters are dealt with under the council's disciplinary and grievance procedures.
2. Complaints against individual councillors. Complaints against individual councillors are covered by the code of conduct for members adopted by the Town Council. Complaints against individual councillors should be sent to:

[councillorcomplaints@cornwall.gov.uk](mailto:councillorcomplaints@cornwall.gov.uk)

The Monitoring Officer,  
Floor 4 North Wing  
New County Hall  
Treyew Road  
Truro  
TR1 3AY

### **COMPLAINTS**

1. Complaints regarding the Council's procedures or administration should be made to the Town Clerk (or in the Town Clerk's absence the Deputy Proper Officer). This may be done in person, by telephone, writing or emailing. Addresses and phone numbers listed below.

2. On receipt of a complaint the Clerk will acknowledge the complaint within 5 working days. Wherever possible the Town Clerk (or Deputy Proper Officer) will try to resolve your complaint in a further 10 working days.
3. If the Clerk is unable to answer the complaint immediately, then full details of the complaint together with the complainant's telephone number etc will be recorded so that a further verbal response can be made as soon as possible.
4. If a verbal response is unable to satisfy, then the Clerk/member will ask that the complaint be put in writing in order that it can be investigated more fully.

### **WRITTEN COMPLAINTS**

1. On receiving a written complaint, the Clerk shall try to settle the complaint directly.
2. If the complaint is about the behaviour of a member or employee of the Council, the Clerk must also notify the person and offer the opportunity for comment on the manner in which it is intended to try and settle the complaint, whether that is to be settled directly or referred.
3. If necessary, the Clerk will send a holding letter to the complainant to allow further time to address the issues raised.
4. The Clerk or Mayor shall bring any written complaint which cannot be settled directly or referred appropriately, to the next meeting of the Council and the Clerk shall notify the complainant of the date of the meeting. The Complainant will be offered the opportunity to explain the nature of the complaint to the meeting.
5. The Clerk shall consult with the Mayor/Deputy Mayor to consider whether the written complaint warrants discussion at a Council meeting in the absence of the press and public, with the decision on the complaint announced at the Council meeting in public.
6. The Clerk will communicate in writing the decision that has been made by the Council and the nature of any action taken by the Council.

### **COMPLAINTS AGAINST AN OFFICER OF THE COUNCIL**

1. Any complaint against an officer must be submitted in writing.
2. If the complaint is against the actions of the Clerk, it should be submitted in writing to the Mayor or Deputy Mayor, who with a member of the Council (as appropriate) will try to resolve your complaint or report it to the Council or the appropriate Council Committee.
3. If the complaint is made against the actions of an employee, it will be considered as an employment issue and the Clerk will present the complaint to the Staffing & Governance Committee of the

- Council for consideration at a meeting held in the absence of the press or public.
4. If the complaint is made against the actions of the Clerk, it will be considered as an employment issue and the Mayor or Deputy Mayor with a member of the Council (as appropriate) will present the complaint to the Staffing & Governance Committee of the Council for consideration at a meeting held in the absence of the press or public.
  5. Each complaint will be investigated, obtaining further information as necessary from the Complainant and/or from Council employees. The Council reserves the right to seek legal or expert advice.
  6. The Complainant may be invited to attend part of the meeting to explain the nature of their complaint, in the absence of the public and press.
  7. Persons mentioned in the complaint will have the opportunity to explain the nature of their actions to the meeting, in the absence of the public and press.
  8. The result of any council consideration of a complaint about the Clerk will be announced at a Council meeting in public.
  9. The Clerk or the Mayor or Deputy with a member of the Council (if applicable) will notify the complainant within 20 working days of the outcome of the complaint and of what actions (if any) the Council proposes to take as a result of the complaint. In exceptional cases the twenty working days timescale may have to be extended. If it is, the complainant will be informed.
  10. If the Complainant is dissatisfied with the response to the complaint, they may ask for the complaint to be referred to the Council and (usually within eight weeks) the complainant will be notified in writing of the outcome of the review of the original complaint.

**Camborne Town Council contact details:**

**Email:** [enquiries@camborne-tc.gov.uk](mailto:enquiries@camborne-tc.gov.uk)

**Phone:** 01209 612406

**Address:** Town Clerk, Camborne Town Council, The Passmore Edwards Building, The Cross, Cross Street, Camborne, TR14 8HA

Details of the Mayor available on the website: [www.camborne-tc.gov.uk](http://www.camborne-tc.gov.uk)

**Camborne Town Council approves this Policy, effective from Thursday 12<sup>th</sup> February 2026.**

**This policy is reviewed every two years or as required to reflect the changes in legislation, best practices or operational requirements. It must be communicated to all relevant**

**stakeholders and incorporated into Camborne Town Council's operational practices.**