



## Complaints Procedure

### **1. Overview**

Any complaint made to the Town Council will be dealt with as sensitively and as quickly as possible - it should be directed to the Town Clerk. If the complaint is regarding the Clerk the complaint should then be directed to the Chairman of the Full Council.

Any written complaint made about the services that Highworth Town Council provides, or about a member of staff will be acknowledged by post or by email, by the tenth working day of receipt.

Where possible a response to the complaint will be provided within 14 working days, if the nature of the complaint means that it is likely to take longer to investigate and respond, a letter will be sent with an estimated reply time – within the 14 working days.

Should the Town Clerk not be able to deal with the complaint, providing that it is appropriate it will be referred to the relevant committee for consideration – the complainant will be informed of this. For complaints about Street Lighting, Council Tax, Housing, Highways (roads and pavements) and Rubbish Collections/Street Cleaning – please contact Swindon Borough Council on 01793 445500.

### **2. Complaints against Councillors**

Highworth Town Council adopted a new Code of Conduct for Members in 2012.

The Swindon Borough Council Standards Committee is responsible for considering written complaints that elected Members of the Town Council have breached the Town Councils Members' Code of Conduct.

If you wish to submit a complaint (as described above), you should complete the Complaints form which can be found on Swindon Borough Councils website, and send it together with relevant supporting evidence to Swindon Borough Council's Monitoring Officer at the contact address below.

Please Note:

- a. The Standards Committee can only deal with complaints about the alleged behaviour and conduct of Councillors and will not deal with complaints about any of the Council's departments, paid employees or matters not covered by the Council's Members' Code of Conduct.
- b. All complaints must be made in an e-mail, please ensure that you use the Complaints Form as a guide to the cover writing and where possible within 28 days of the alleged breach. If you are writing a letter or sending all of the details required.
- c. If you are unsure about any aspect of the process or need general advice, please contact the Council's Monitoring Officer before submitting a complaint.

## Procedure for Considering Complaints and Sanctions

The **Procedure for Dealing with Complaints** document contains details of the procedure and assessment criteria that the Standards Committee will follow in considering complaints, and the potential sanctions available to the Standards Committees following a hearing if a Member is found to have breached the Code of Conduct. This can be found on the Swindon Borough Council website or on request from the Highworth Town Council Office.

Contact Monitoring Officer

Lisa Hall, Chief Legal Officer (Monitoring Officer)  
Swindon Borough Council  
Civic Offices  
Euclid Street  
Swindon  
SN1 2 JH

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