WHITEHILL
TOWN COUNCIL
Serving Whitehill & Bordon

COMPLAINTS PROCEDURE

Date of Adoption: 12.11.2020 Date of Review: 7 May 2026 Next Review: May 2027

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Whitehill Town Council (the "Council") is committed to providing a quality service for residents and members of the public who live, work and visit the town. If you are dissatisfied with the Council or a person(s) or body acting on behalf of the Council, this complaints procedure sets out how you may complain to the Council and how we shall try to resolve your complaint in a timely, structured and courteous manner.

1. HOW TO MAKE A COMPLAINT

All formal complaints must be received in writing and made within one month's notice of the matters that are subject to the complaint. At the outset, you must confirm if you would like the complaint to be treated as Private & Confidential. The council will comply with its obligations under the Data Protection Act 2018 to safeguard against the unlawful disclosure of any personal data.

Complaints should be sent to:

Ms Lorraine Jeffs – Town Clerk & General Manager
Whitehill Town Council
Council Offices
Forest Community Centre
Pinehill Road
Bordon,
Hampshire,
GU35 0BS
or emailed to: lorraine.jeffs@whitehilltowncouncil.gov.uk

If your complaint concerns the Town Clerk & General Manager, it should be sent to Leader of the Council, who is Chairman of the Executive Committee (contact details can be found on the Town Council website). www.whitehilltowncouncil.gov.uk

The Town Clerk & General Manager (the "General Manager") has the delegated authority to deal with all Council complaints, other than a complaint made relating to them. They shall report their findings to the Executive Committee.

The Executive Committee has the delegated authority to deal with any Council complaints that relate specifically to the General Manager. The Leader of Council (as Chairman of the Executive Committee) is its point of contact.

2. RECEIPT OF THE COMPLAINT

The General Manager shall acknowledge the complaint in writing within five working days of receipt and establish if the complainant would like to choose the non-formal option first to resolve the complaint before pursuing the formal complaint stages stated below. This will also include contact details of who will be the dealing with the complaint.

3. NON-FORMAL INVESTIGATION

A non-formal investigation can be reported by the complainant to the General Manager via telephone or via email. A full investigation into the complaint will be carried out by the General Manager and an update or conclusion sent to the complainant within 10 working days of the original reported date. A full account of the outcome will be provided in writing for the records of the Council and that of the complainant. If this was deemed fully resolved to the satisfaction of the complainant,

the case will be closed and the Executive committee will be provided with an update and any correspondence exchanged between the complainant and the General Manager for them to note.

4. FORMAL INVESTIGATION OR IF THE COMPLAINT IS ABOUT THE TOWN CLERK & GENERAL MANAGER

1. The Council will investigate the facts of the complaint and collate relevant evidence.
2. The complainant will be invited to attend a meeting where there will be an opportunity for them to make verbal contribution. If both or either party would like to bring a representative of their choice, the other party should be notified in advance of the meeting. The meeting will be confidential and closed to the public and members of the press. The Council will decide if the General Manager will be in attendance, but the General Manager will be offered an opportunity to have an interview to discuss the complaint prior to making a concluding decision.
3. Seven clear working days prior to the meeting, the complainant shall provide the Council with copies of any documentation or other evidence regarding the complaint.
4. The Council shall provide the complainant with copies of any documentation that they can use within five working days of the meeting.

5. MEETING WITH THE COMPLAINANT (IF APPLICABLE)

1. The General Manager should introduce everyone in attendance and explain how the meeting will proceed.
2. The complainant should outline the grounds for their complaint and answer any questions asked by Council representatives.
3. The General Manager will have the opportunity to explain the Council's position and questions may be asked by the complainant.
4. The General Manager (on behalf of the Council) and the complainant will be offered the opportunity to summarise their respective positions.
5. The General Manager will notify the complainant when a decision about the complaint is likely to be made.
6. If the complaint is made about the General Manager then the Leader of Council shall take the place of the Town Clerk for the purposes of leading the meeting with the complainant.

6. AFTER THE OUTCOME OF THE COMPLAINT HAS BEEN DECIDED

The complainant will be notified in writing within seven working days of the meeting as to whether or not the Council has upheld the complaint. The Council will give reasons for its decision, together with details of any action to be taken by the Council, if this is appropriate.

In any case, where a written complaint is about the conduct of a councillor, the complainant will be provided with the contact details of The Monitoring Office at East Hampshire District Council.