



Complaints Policy

Syston Town Council aims to provide efficient, good quality services to its customers. Even so, on occasions, things can go wrong.

We will do our best to resolve your complaint about our services to your satisfaction, and we'll try to learn from them to help us do things better next time.

The information provided explains how you can make a complaint & the Council's procedures for dealing with them is detailed in Complaints Procedure.

The appropriate time for influencing Council decision-making is by raising your concerns before the Full Council debates and votes on a matter. You may do this by writing to the Council in advance of a meeting at which the item is to be discussed. Standing Orders prevent the Council from re-opening issues for six months from the date of any decision made, unless there are exceptional grounds to consider this necessary; in which case the process set out in the Standing Orders is followed.

If a complaint is received, the Deputy/Town Manager of the Council will investigate each complaint, obtaining further information as necessary from you and/or from staff or members of the Council.

If you do not wish to report your complaint to the Deputy/Town Manager, you may take your complaint directly to the Chairman of the Council who will report your complaint to the Council.

If you are dissatisfied with the response to your complaint to the Deputy/Town Manager, you may ask for your complaint to be referred to the Full Council and (usually within eight weeks) you will be notified in writing of the outcome of the review of your original complaint.

Complaints Procedure

If you have a complaint, these are the steps to follow:

Contact us: If you are dissatisfied with the service you have received, please let us know and give us the opportunity to put it right. We will acknowledge within five working days and provide a response within twenty working days.

Stage One: If we are unable to resolve your issue at the first point of contact and you wish to make a formal complaint, you should contact the Deputy Town Manager whom will review your complaint. We will acknowledge within five working days and provide a response within twenty working days.

Stage Two: If you are still not happy following the Stage One response; the Town Manager or Chairman of Council will look into the complaint and respond within eight weeks.

Stage Three: If you are still dissatisfied with the response to your complaint, you may ask for your complaint to be referred to the Full Council and (usually within eight weeks) you will be notified in writing of the outcome of the review of your original complaint.

When Can I Complain?

You can complain when:

- We made a mistake in the way we provided a service
- We failed to provide a service
- We delayed in providing a service

Contacts:

The Town Manager of Syston Town Council

Catherine Voyce
Community Centre
School Street
Syston
LE7 1HN
Telephone: 0116 2645972
Email: catherine@systontc.org.uk

The Deputy Town Manager of Syston Town Council

Ursula Southan
Community Centre
School Street
Syston
LE7 1HN
Telephone: 0116 2607150
Email: ursula@systontc.org.uk

The Chairman of Syston Town Council

Cllr Paul Henry
C/o Syston Town Council
Community Centre
School Street
Syston
LE7 1HN
Telephone: 0116 2609744
Email: paulhenrystc@gmail.com

Complaints about Councillors

If you wish to make a complaint that a Town Councillor has breached the Members' Code of Conduct it should be made to Charnwood Borough Council's Monitoring Officer, Adrian Ward.

Your complaint must be made in writing to:

Adrian Ward
Monitoring Officer
Charnwood Borough Council
Southfield Road
Loughborough
LE11 2TT

email: adrian.ward@charnwood.gov.uk

It is important that you provide all of the information in your complaint about what the councillor has done which in your view breaches the Code of Conduct that you wish to be taken into account. For example, please include:

- a clear explanation of what each councillor has done if you are complaining about more than one individual
- specific descriptions about what a councillor said or did
- the dates of alleged incidents wherever possible
- references to relevant sections of the Code of Conduct wherever possible.

Equality Impact Assessment

We need to understand whether our services are meeting everyone's needs and that everyone who needs them has access to those services. We have developed an Equality

Impact Assessment process for the assessment of any new or significantly changed policies, practices, procedures, functions and services.

Undertaking Equality Impact Assessments enables us to take action to prevent direct and indirect discrimination by ensuring that as far as possible any negative consequences for a particular group or sector of the community are eliminated, minimised or counterbalanced by other measures.

Our ultimate aim is to improve our services. By making sure we have considered the potential impacts of a policy, strategy or plan at an early stage potential barriers or problems can be avoided and actions put in place these it can be fully incorporated into any decisions and not just a 'bolt-on' at the end. Working in this way helps us to integrate and mainstream equalities into our work. Likewise, when reviewing the effectiveness and performance of our services, we can use this procedure to identify equality issues and opportunities as an integral part of our review.