



“Stronger together”

GRANTHAM TOWN COUNCIL

Complaints Procedure and Handling Method

Date	Purpose	Author	Committee	Date Adopted / recommended	Review Date	SKDC Aligned
May 2024	Creation of Complaints procedure	A Eckersley				Yes
02.09.24	Review and recommend	A Eckersley	Governance	Recommended 02.09.24		
10.10.24	Review and Adopt	A Eckersley	Town Council	Adopted 10.10.24	May/June 2025	

To determine whether a complaint procedure is appropriate:

- 1 It will not be appropriate to deal with all complaints from members of the public under a complaints' procedure. The Town Council will need to refer or use procedures / bodies in respect of the following types of complaint:

Type of Conduct	Refer to
Financial irregularity	Local electors' statutory right to make objections at audit pursuant to Sec. 16 of Audit Commission Act 1998. On other matters the Town Council may need to consult their appointed Internal Auditor or the Audit Commission
Criminal Activity	The Police
Member Conduct	A complaint relating to a member's failure to comply with the Code of Conduct must be submitted to the Monitoring Officer at South Kesteven District Council.
Employee Conduct	Internal disciplinary procedure

A member of the public may also consider a criticism about a service (e.g. an untidy park area, or unclean public toilet) or a fee (e.g. the level of charge for an allotment) to be a complaint, but these do not fall within the formal complaints procedure unless the Council acted improperly and should be treated as normal service requests.

It is to be noted that staff members are not responsible for any works or maintenance carried out by any Town Council appointed contractor (s). Such complaints must be made in writing to the Town Council. Person (s) making personal complaints against staff members may be subject to restrictions within the Town Council adopted Vexatious Policy.

- 3 Any queries of complaints to be forwarded to the South Kesteven District Council's Monitoring Officer.