# COMPLAINTS HANDLING PROCEDURE

YEOVIL TOWN COUNCIL

# YEOVIL TOWN COUNCIL

## COMPLAINTS HANDLING PROCEDURE

1. Yeovil Town Council is committed to providing a quality service for the benefit of the people who live, work or visit the area. If you are dissatisfied with the standard of service you have received from this Council, or are unhappy about an action or lack of action by this Council, this Complaints Procedure sets out how you may complain to the Council and how we shall try to resolve your complaint.

2. This Complaints Procedure applies to complaints about Council administration and procedures and may include complaints about how Council employees have dealt with your concerns.

3. This Complaints Procedure does not apply to:

   - **Complaints by one employee against another employee, or between a Council employee and the Council as employer**. These matters are dealt with under the Council's disciplinary and grievance procedures.

   - **Complaints against Councillors.** Complaints against Councillors are covered by the Code of Conduct for Members adopted by the Council on 7th August 2012 and, if the Council receives a complaint against a Councillor, it will be referred under the Code of Conduct to Somerset Council. Further information on the process of dealing with complaints against Councillors may be obtained from the Monitoring Officer of Somerset Council.

4. The appropriate time for influencing Council decision-making is by raising your concerns before the Council debates and votes on a matter. You may do this by writing to the Council in advance of the meeting at which the item is to be discussed. There may also be the opportunity to raise your concerns in the public participation section of Council meetings. If you are unhappy with a Council decision, you may raise your concerns with the Council, but Standing Orders prevent the Council from re-opening issues for six months from the date of the decision, unless there are exceptional grounds to consider this necessary and the special process set out in the Standing Orders is followed.

5. You may make a complaint about the Council's procedures or administration to the Chief Executive / Town Clerk. You may do this in person, by phone, or by writing to

or emailing the Chief Executive / Town Clerk. The addresses and numbers are set out below.

6. Wherever possible, the Chief Executive / Town Clerk will try to resolve your complaint immediately. If this is not possible, the Chief Executive / Town Clerk will normally acknowledge your complaint within five working days.

7. If you do not wish to report your complaint to the Chief Executive / Town Clerk, you may make your complaint directly to the Chair of the Council who will report your complaint to the Executive or to the Council (as appropriate).

8. The Chief Executive / Town Clerk or the Executive or the Council (as appropriate) will investigate each complaint, obtaining further information as necessary from you and/or from staff or members of the Council.

9. The Chief Executive / Town Clerk or the Chair of the Council will notify you within 20 working days of the outcome of your complaint and of what action (if any) the Council proposes to take as a result of your complaint. (In exceptional cases the twenty working days timescale may have to be extended. If it is, you will be kept informed.)

10. If you are dissatisfied with the response to your complaint, you may ask for your complaint to be referred to the Executive or the Council (as appropriate) and (usually within eight weeks) you will be notified in writing of the outcome of the review of your original complaint.

**Contacts**


Amanda Card
Chief Executive / Town Clerk
Yeovil Town Council
Town House
19 Union Street
YEOVIL
Somerset
BA20 1PQ
01935 382424
town.clerk@yeovil.gov.uk

Andy Soughton
Leader of the Council
Yeovil Town Council
Town House
19 Union Street
YEOVIL
Somerset
BA20 1PQ
01935 382424
andy.soughton@yeovil.gov.uk


Yeovil Town Council

January 2026

To be reviewed: January 2031