

## Complaints Procedure

**1. Aim:** Craven Arms Town Council aims to swiftly investigate all complaints in a problem solving manner and to find a solution locally, whenever possible, to the satisfaction of both the complainant and the Council.

**2. Definition of Complaints:** A complaint may be generally defined as an expression of dissatisfaction about a service which requires a response. The following are examples of the type of complaints that may arise:  
*The Parish Council has not done something it has a duty to do or normally does;*  
*The Parish Council has done something it has no right to do or does not normally do as a matter of established practice;*  
*The conduct or behaviour of an employee is unsatisfactory;*  
*The established levels of service delivery are not reached;*  
*A person does not understand or is not informed of why or how a situation arose or exists;*  
*An adopted and known procedure is not followed.*

**3. Our Commitment:** Craven Arms Town Council is committed to providing an efficient and effective service for the benefit of the people who live in, work in or are visiting the area. If you wish to make a complaint in line with the above definition you are requested to follow the procedure laid down in this document.

**4.** This Procedure does not apply to:

**4.1** Complaints between a council employee and the council as an employer. These matters are dealt with under the council's disciplinary and grievance procedures.

**4.2** Complaints against councillors. Complaints against councillors are covered by the Code of Conduct for Members in accordance with Chapter 7 of the Localism Act 2011 and will be referred to the Monitoring Officer at Shropshire Council. Further information on the process of dealing with complaints against councillors and the relevant forms can be obtained from the Shropshire Council website [www.shropshire.gov.uk](http://www.shropshire.gov.uk) listed under the Democracy heading, Member Code of Conduct Complaint.