



# Kidderminster Town Council

## Complaints Procedure

### 1. Introduction

The complaints procedure is for all complaints to the Council, whether these are minor, serious, informal or formal and apply to all services provided by the Council.

The Council believes that complaints can provide useful information and feedback on the quality of our services, procedures and practices. The effective handling of complaints will help us to improve the services we provide.

### 2. Aims

To swiftly investigate all complaints in an impartial manner and to find a solution locally, whenever possible, to the satisfaction of both the complainant and the Council.

To improve the Council's services.

### 3. Definition of a Complaint

for the purposes of this procedure, a complaint is an expression of dissatisfaction about the policies, procedures, administration, and the standard of service, actions, or lack of action by Kidderminster Town Council, or a person or body acting on behalf of the Council.

### 4. What to do if you have a complaint?

A complaint must be made by contacting Kidderminster Town Council either by:

Email - [office@kidderminstertowncouncil.gov.uk](mailto:office@kidderminstertowncouncil.gov.uk)

Telephone - 01562 732680

Letter, addressed to:

Complaints

Kidderminster Town Council

Town Hall, Vicar Street,

A complaint should include as much detail as possible, with dates where possible and specific explanations.

If your complaint is made orally to a Councillor, to the Chief Executive, or another member of staff, a written record of the complaint will be made, noting the name and contact details of the complainant and the nature of the complaint. The complainant will be asked to put the complaint in writing, giving names and addresses and relevant dates with as much information as possible, with the aim of making it easier to deal with.

We will look to acknowledge your complaint within five working days of receipt.

The results of the investigation will be reported to you in writing at the earliest possible opportunity, usually within 21 working days. The Council reserves the right to extend the response period, should it be felt necessary to seek legal or other advice. If this is the case, the Town Council will contact you within the extended working period instead.

(If the complaint involves the Chief Executive Officer personally, the complainant should address the complaint direct to the Chair of the Council, Town Mayor.)

##### **5. What if you are not satisfied with the response?**

If you are not satisfied with the response you should write to the Town Mayor. When writing, you should explain that you are not satisfied with the response, and why after having made your complaint to the Council. Please also attach a copy of the original complaint to the Council and the reply you received.

The Town Mayor will consult the CEO in the matter and it will then be referred to the relevant Committee of the Council for consideration. If the complaint involves the CEO, the Mayor will advise the CEO of the position and refer the matter to whichever committee of the Council the Mayor feels should deal with it. The complainant will be invited to attend and address that meeting if they wish. The decision of the Committee in the matter will be final.

Approved by Finance and Overview Committee 22.01.2026