

## WHAT IS A COMPLAINT?

This leaflet explains what to do if you feel that you are dissatisfied with the standard of service provided by the Council or its staff.

The Town Council Complaints Procedure is intended to cover situations, which are not just about the services but where you may have a complaint about the person you saw, the way in which you were dealt with by a member of staff either on the telephone, in person or in writing or the way in which the Town Council delivered a specific service. Such a complaint would obviously enable the Town Council to put things right.

## HOW CAN A COMPLAINT BE MADE?

A complaint can be made in person, by telephone or in writing contacting the Town Clerk on 01746 762231. The Town Clerk can be written to at:

Bridgnorth Town Council, College House,  
4 St. Leonards Close, Bridgnorth WV16 4EJ

[info@bridgnorthtowncouncil.gov.uk](mailto:info@bridgnorthtowncouncil.gov.uk)

In the absence of the Town Clerk, the relevant service manager may be spoken to about your complaint.

Any complaint should say:

- What you are complaining about.
- Give as much detail about your complaint as possible perhaps including dates and events and perhaps make suggestions as to what you would like the Town Council to do to rectify the situation.

## THE NEXT STEP

The Town Clerk will look to confirm in writing that your complaint has been received within five working days and arrange for your complaint to be investigated.

Following the investigation, you will receive a full reply from the Council.

Your reply will:

- Set out your complaint to ensure that the Town Council have understood it including the events and circumstances surrounding it;
- Acknowledge whether or not the Town Council believes to have made a mistake and;
- Give a reason for the decision.

If the investigation agrees with your view that the Council have made a mistake, the Town Clerk will look to expand on the measures that the Town Council will put in place to ensure a similar error is not repeated.

## WHAT IF THE COMPLAINANT IS NOT SATISFIED WITH THE REPLY?

In most circumstances, the issues raised in the complaint will be solved by the Town Clerk or relevant service manager in their absence. However, if you are not completely satisfied with their response you can write to the Town Mayor.

When writing to the Town Mayor you should explain that you have already made your complaint to the Council and full reasons as to why you are not satisfied with the response.

Along with this enclose a copy of the letter that you wrote to the Council and the reply you received should be included.

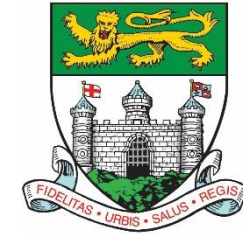
## HOW QUICKLY WILL THE TOWN COUNCIL RESPOND TO YOUR COMPLAINT?

As stated previously, we will look to acknowledge your complaint within five working days of receipt. The investigation may be undertaken and the results reported to you in writing at the earliest practicable opportunity (normally 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, in which case the Town Council will contact you within the extended working period, after which a full response will be received.

Adopted by Town Council

Date 18/5/2021

Minute No: 0019/2122  
(Reviewed, without amendment 19 May 2022,  
Minute no. 0020/2223)



TOWN CLERK

*Office:*  
COLLEGE HOUSE  
4 ST. LEONARD'S CLOSE  
BRIDGNORTH  
SHROPSHIRE  
WV16 4EJ

Telephone: 01746 762231  
Fax: 01746 767803

E-mail:  
[info@bridgnorthtowncouncil.gov.uk](mailto:info@bridgnorthtowncouncil.gov.uk)

The opening times of the Town Council Offices are  
as follows:

Monday – Friday  
10am – 2pm

**BRIDGNORTH TOWN COUNCIL**