



## MILLOM TOWN COUNCIL COMPLAINTS PROCEDURE

**Reviewed by Full Council February 2026   Revision Date: February 2028**

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

This Complaints Procedure does not apply to:

- 1 Complaints by one council employee against another council employee
- 2 Complaints between a council employee and the council as employer. These matters are dealt with under the council's disciplinary and grievance procedures
- 3 Complaints against councillors. Complaints against councillors are covered by the Code of Conduct for Members and, if a complaint against a councillor is received by the council, it will be referred to the Standards Committee of Copeland Borough Council

Who to complain to:

If you have a complaint against a Town Councillor, you should write to – The Monitoring Officer, Cumberland Council, Civic Centre, Carlisle, CA3 8QG, or alternatively email: [monitoringofficer@cumberland.gov.uk](mailto:monitoringofficer@cumberland.gov.uk)

If you have a complaint against an employee of the Town Council, you should write to – The Chair of Millom Town Council, Millom Town Council, 6 Newton Street, Millom, Cumbria LA18 4DR, or alternatively email: [theclerk@millomtowncouncil.co.uk](mailto:theclerk@millomtowncouncil.co.uk)

If you have any other complaint, you should write to – The Town Clerk of Millom Town Council, Millom Town Council, 6 Newton Street, Millom, Cumbria, LA18 4DR. The following procedure shall apply when efforts to deal with a complaint informally by either the Clerk or Mayor have been unsuccessful or alternatively email: [theclerk@millomtowncouncil.co.uk](mailto:theclerk@millomtowncouncil.co.uk)

### **Receipt of Complaint:**

1. The complainant will be asked to put the complaint about the council's procedures or administration in writing to the clerk.
2. If the complainant does not wish to put the complaint to the clerk, he or she should be advised to address it to the Chair and Mayor of the council.
3. The clerk shall acknowledge receipt of the complaint and advise the complainant when the matter will be considered by the council or by the committee established for the purposes of hearing complaints. The complainant should also be advised that the complaint will be treated as confidential.
4. The complainant shall be invited to attend a meeting and to bring with them a representative if they wish.
5. Seven clear working days prior to the meeting, the complainant shall provide the

council with copies of any documentation or other evidence relied on. The council shall provide the complainant with copies of any documentation upon which they wish to rely at the meeting and shall do so promptly, allowing the claimant the opportunity to read the material in good time for the meeting.

### **At the Meeting:**

6. The council shall consider whether the circumstances of the meeting warrant the exclusion of the public and the press. Any decision on a complaint shall be announced at the council meeting in public.
7. The Chair should introduce everyone and explain the procedure.
8. The complainant (or representative) should outline the grounds for complaint and, thereafter, questions may be asked by (i) the clerk or other nominated officer and then (ii), members.
9. The clerk will have an opportunity to explain the council's position and questions may be asked by (i) the complainant and (ii), members.
10. The clerk and then the complainant should be offered the opportunity to summarise their position.
11. The clerk and the complainant should be asked to leave the room while members decide whether or not the grounds for the complaint have been made. If a point of clarification is necessary, *both* parties shall be invited back.
12. The clerk and the complainant should be given the opportunity to wait for the decision but if the decision is unlikely to be finalised on that day they should be advised when the decision is likely to be made and when it is likely to be communicated to them.

### **After the Meeting:**

The decision should be confirmed in writing within seven working days together with details of any action to be taken.

**Signed:** ..... **Dated: 25<sup>th</sup> February 2026**

Chair of Millom Town Council