

TRURO CITY COUNCIL



CITY OF TRURO

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Town Clerk

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Municipal Buildings
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COMPLAINTS STRATEGY AND PROCEDURE

PURPOSE

To allow people to have a form of address with the Council should they feel they have been unfairly treated in their dealings with Truro City Council.

Please note any complaint relating to a Truro City Councillor must be reported through the Cornwall Council complains procedure. Please visit - <https://www.cornwall.gov.uk/council-and-democracy/councillors-and-democracy/standards-committee-information/code-of-conduct-complaints/code-of-conduct-complaint-form/>

1 PROCEDURE

This procedure and strategy applies to the following users of Truro City Council Services:

- Organisation (collective representation)
- Contractors providing a service to the Council
- Members of the Public

All complaints to Truro City Council should be submitted in writing. The complaint should include:

- Sufficient details of the concern
- Location of the concern (if applicable)
- Date the concern (if applicable)
- If known, the department to whom the complaint is addressed (as set out below)
- Contact details of the complainant
- Any further details or background information which may be considered necessary

Departmental Managers

Parks and Amenities – Parks & Amenities Manager

Health and Safety or Public Conveniences – Compliance Officer

Tourist Information Centre – Tourist Information Centre Manager

Café – Coffee Bar Manager

Planning, Office, Truro Public Cemetery or any other matters – Town Clerk

The complaint should be marked private and confidential and sent by post to:

The Mayor or The Town Clerk, Truro City Council, Municipal Buildings, Boscawen Street, Truro TR1 2NE

2. RECEIVING A COMPLAINT

Truro City Council endeavors to respond to all complaints immediately. However, when the member of staff who receives a complaint (not in writing) deems it necessary to escalate to a manager you will be advised to submit your response in writing to the Town Clerk or the Mayor. All written complaints shall be escalated to the appropriate manager and logged.

When a complaint requires a manager's response it shall be directed to the relevant departmental manager as set out above. The department manager investigating the complaint shall respond to the complainant within seven days with either the outcome of the complaint or to confirm the matter is under investigation and when they are likely to receive an outcome. The complaint log will be updated accordingly.

3. COMPLAINTS SUB-COMMITTEE

The Sub-Committee consists of three Chairs from each of the Councils Standing Committees; Chair of Finance and General Purposes, Chair of Planning, Chair of Parks and Amenities, the Mayor and Deputy Mayor and the Department Manager involved.

If, on receipt of the Councils reply, the complainant is not satisfied with the response they will be advised to write to the Complaints Sub-Committee (at the above address). At this point the appropriate Committee Chair will be informed.

4. APPEALS COMMITTEE

If the complainant is still not satisfied with the response from Complaints Sub Committee, they can appeal against the decision by stating clearly in writing why they disagree with the outcome. The letter must be sent to the address as above.

Within fourteen days the Appeals Sub Committee, consisting of the Mayor, Deputy Mayor and the Vice Chair of the most relevant committee, will meet to review, investigate and formulate a response from the Council. This will either confirm the decision of the Complaints Sub Committee or, after considering fully the case of the complainant, substitute their own decision.

5. CONCLUSION

In the event of someone taking legal action the relevant Committee and Full Council will be kept fully informed of the legal proceedings. However, it is hoped that the above proceedings/strategy will avoid such an occurrence.

6. PRIVACY STATEMENT

Truro City Council is registered with the Information Commissioners Office (ICO) under the provisions of the Data Protection Act 2018 and takes its responsibilities under the Act very seriously.

If your complaint is logged formally for investigation your information will be stored in line with the Council's GDPR guidelines.

The information provided by you is collected for the purposes of the investigation; enabling us to respond to your feedback and gain statistical information for reporting purposes. Completion of this form and sharing your information with us constitutes consent from you for us to process your data for these purposes.

A copy of the full privacy statement can be found www.truro.gov.uk

If your complaint is treated informally or as a service request your form will be passed to the service area the feedback relates to.