



## **CITY OF ELY COUNCIL**

### **Complaints Procedure**

1. The City of Ely Council is committed to providing a quality service for the benefit of the people who live or work in its area or are visitors to the locality. If you are dissatisfied with the standard of service you have received from this council, or are unhappy about an action or lack of action by this council, this Complaints Procedure sets out how you may complain to the council and how we shall try to resolve your complaint.
2. This Complaints Procedure applies to complaints about council administration and procedures and may include complaints about how council employees/Councillors have dealt with your concerns.
3. This Complaints Procedure does not apply to complaints by one council employee against another council employee, or between a council employee and the council as employer. These matters are dealt with under the council's disciplinary and grievance procedures.
4. The appropriate time for influencing Council decision-making is by raising your concerns before the Council debates and votes on a matter. You may do this by writing to the Council in advance of the meeting at which the item is to be discussed. There may also be the opportunity to raise your concerns in the public participation section of Council meetings. If you are unhappy with a Council decision, you may raise your concerns with the Council, but Standing Orders prevent the Council from re-opening issues for six months from the date of the decision, unless there are exceptional grounds to consider this necessary and the special process set out in the Standing Orders is followed.
5. You may make your complaint about the council's procedures or administration to the Clerk. You may do this in person, by phone, or by writing to or emailing the Clerk. The addresses and numbers are set out below.
6. Wherever possible, the Clerk will try to resolve your complaint immediately. If this is not possible, the Clerk will normally try to acknowledge your complaint within five working days.
7. If the written complaint refers to either the Clerk or Chairman, about their actions, then this will be referred to the Council for consideration.
8. If you do not wish to report your complaint to the Clerk, you may make your complaint directly to the Chairman of the Council who will report your complaint to the committee that has this responsibility or to the next Full Council (as appropriate).
9. The Clerk or the Council (as appropriate) will investigate each complaint, obtaining further information as necessary from you and/or from staff or members of the Council.
10. The Clerk or the Chairman of the Council will notify you within 20 working days of the outcome of your complaint and of what action (if any) the Council proposes to take as a result of your complaint. (In exceptional cases the twenty working days timescale may have to be extended. If it is, you will be kept informed.)

11. If you are dissatisfied with the response to your complaint, you may ask for your complaint to be referred to the Appeals and Complaints Sub-Committee (which consists of three councillors who are not leaders of a Committee), or a joint committee representative of Councillors and employees, or any other similar arrangements suitable for the purpose or to the Full Council (as appropriate) and (usually within eight weeks) you will be notified in writing of the outcome of the review of your original complaint.

## **Contacts**

The Clerk to the City of Ely Council  
Sessions House  
Lynn Road  
Ely  
Cambs CB7 4EG

Telephone: 01353 661046

Email: [tracey.coulson@cityofelycouncil.org.uk](mailto:tracey.coulson@cityofelycouncil.org.uk)

The Chairman of the City of Ely Council  
Sessions House  
Lynn Road  
Ely  
Cambs CB7 4EG

Telephone: 01353 661016

Email: [info@cityofelycouncil.org.uk](mailto:info@cityofelycouncil.org.uk)

Reviewed and approved 9th March 2020

Signed .....

Cllr M Rouse – Chairman of the Council