

**TAVISTOCK TOWN COUNCIL
BUDGET AND POLICY COMMITTEE
TUESDAY 20th OCTOBER 2026**

**BRIEFING NOTE
COMPLAINTS PROCEDURE**

1. INTRODUCTION

- 1.1 The Council's Complaints Procedure represents the formal mechanism by which persons dissatisfied with Council services can seek redress.

2. CURRENT POSITION

- 2.1 The current Procedure was last fully reviewed in 2019 and it is proposed to revisit that, alongside Market Rules and Regulations (in view of various overlaps), over the next 6 months.
- 2.2 However, after discussions amongst your Managers it is considered that there are three areas where early clarification would be helpful, more particularly:
 - a) To avoid duplication and/or conflict with other Policies which have comparable provisions, including to have the effect of standardising the typical number of stages in the process, so that all complainants are treated equitably and consistently;
 - b) The introduction of a timeline within which a Complaint should normally be submitted, so as to avoid the difficulties presented regarding fairly processing complaints after significant time lapse;
 - c) Clarification that complaints should be submitted in writing and by/on behalf of persons who have standing in relation to the decision made.
- 2.3 A copy of an annotated copy of the Complaints Procedure indicating the changes proposed at this time is attached (Appendix 1 refers).
- 2.4 If agreed by the Committee and Council the foregoing changes will provide an interim update pending any more detailed changes as may emerge from the wider review of procedural documents in due course.

3. RECOMMENDATION

- 3.1 The Committee and Council agree the amendments to the Complaints Procedure of the Town Council as set out.
- 3.2 The instructions of the Committee and Council are sought.

**CARL HEARN
TOWN CLERK
TAVISTOCK TOWN COUNCIL
OCTOBER 2026**