

Complaints procedure for Ardentinny Community Council

1. The complainant should fill in the Ardentinny Community Council Complaints Form below and submit to the convenor of the council.
2. The complaint will be acknowledged and the complainant informed when and where they can expect their complaint to be discussed. All complaints will be acted upon as soon as possible.
3. A copy of the complaint will be circulated to all community councillors and a copy placed on the agenda for the next scheduled meeting.
4. The terms of the complaint will be discussed in full and in public when it would be expected that an appropriate resolution can be reached by the majority of community councillors present.
5. Irrespective of whether or not the complainant was present at the meeting, written confirmation regarding the outcome of the meeting will be sent to them setting out what decision has been reached, any changes in procedure agreed as a consequence of the complaint and, if appropriate, an apology. The written confirmation will also set out that should the complainant remain dissatisfied by the response provided, they have the right to refer their complaint to Argyll and Bute Council who will consider whether to investigate the matter further.

Ardentinny Community Council Complaints Form

Please use block capitals

Name:

Address:

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Postcode: Tel No:

Email:

What is your complaint? (Please give as much information as possible)

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