



Ramsgate Town Council

Code of Practice For Handling Complaints

Adopted	23rd June 2023
Due to review	Annually as per Standing Orders

1. Introduction

Ramsgate Town 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 will try to resolve your complaint.

2. Scope

This Complaints Procedure applies to complaints from residents and the general public 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:

2.1 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.

2.2 complaints against councillors. Complaints against councillors are covered by the Code of Conduct for Members adopted by the Council on 1st July 2012 ([reaffirmed 6 May 2026](#)). If a complaint against a Councillor is received by the council, the complainant will be informed that they need to raise the complaint with the Monitoring Officer at Thanet District Council it may be referred to the Standards Committee of Thanet District Council. Further information on the process of dealing with complaints against Councillors can be found at <https://www.thanet.gov.uk/info-pages/complain-about-a-councillor/>

2.3 complaints relating specifically to the handling of personal data, including concerns about the use, storage, accuracy, retention, disclosure, or security of personal information, are dealt with under the Council's data protection complaints process in accordance with the UK General Data Protection Regulation, the Data Protection Act 2018, and the Data (Use and Access) Act 2025.

Such complaints may be made by any individual who believes that the Council has not handled their personal data lawfully or fairly. These complaints are not dealt with under the general service complaints procedure set out in this document and will be handled separately as required by data protection legislation.

3. General Principles

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 questions section of Council meetings.

If you are unhappy with a Council decision, you may raise your concerns with the Council, 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.

4. Complaints Procedure

You may make your complaint about the council's procedures or administration to the Town Clerk in person, by phone, or by writing to or emailing the Town Clerk. The addresses and numbers are set out below.

Wherever possible, the Clerk will try to resolve your complaint immediately. If this is not possible, the Town Clerk will normally try to acknowledge your complaint within five working days.

If you do not wish to report your complaint to the Town Clerk, you may make your complaint directly to the Chair of the Council who, with a member of the Council, will try to resolve your complaint or report it to the Council or the appropriate Council Committee.

The Town Clerk, or the Chair with a member of the Council (as appropriate) will investigate each complaint, obtaining further information as necessary from you and/or from Council employees or councillors of the Council.

The Town Clerk or the Chair will notify you within 20 working days of the outcome of your complaint and of what actions (if any) the Council proposes to take as a result of your complaint. *In exceptional circumstances, the twenty working day timescale may have to be extended. Where this occurs, the complainant will be informed of the reasons for the delay and provided with an updated timescale for the Council's response.*

If you are dissatisfied with the response to your complaint, you may ask for your complaint to be referred to the Council, and (usually within eight weeks) you will be notified in writing of the outcome of the review of your original complaint.

Complaints to be addressed to:

Miss Laura Fidler

Town Clerk & Responsible Finance Officer

The Custom House

Harbour Parade

Ramsgate

CT11 8LP

Tel. 01843 598751

Email: town.clerk@ramsgatetowncouncil.gov.uk

Councillor Steve Albon
Chair of Council
Town Clerk & Responsible Finance Officer
The Custom House
Harbour Parade
Ramsgate
CT11 8LP
Tel. 01843 598751
Email: town.clerk@ramsgatetowncouncil.gov.uk

5. Data Protection Complaints Procedure

The Council has a specific procedure for handling complaints about data protection matters. A data protection complaint is an expression of dissatisfaction about how the Council has handled personal information.

Data protection complaints may be made in writing or by email to the Town Clerk, who acts as the Council's Data Protection Officer. Complaints do not need to be made using a specific form.

Upon receipt of a data protection complaint, the Council will:

- acknowledge the complaint within 30 calendar days;
- investigate the matter without undue delay and may make reasonable enquiries to establish the relevant facts;
- keep the complainant informed of the progress of the investigation where appropriate; and
- notify the complainant in writing of the outcome of the complaint and any actions taken.

If the complainant remains dissatisfied following the Council's response, they may raise the matter with the Information Commissioner's Office (ICO). Details of how to contact the ICO will be provided with the Council's final response.

Adopted: 23 June 2023

Reviewed and Amended (Legislative Updates): 27 May 2026