



Making a Complaint

All formal complaints against the Council must be communicated in writing using this form

Your Personal Details	
Information will be retained for 6 months following the resolution of your complaint	
Anonymous complaints will only be considered if the nature of the complaint justifies anonymity	
Name	
Address	
Please tick to confirm you are a resident of Leiston-cum-Sizewell Town Council <input type="checkbox"/>	
Email address	
Please confirm if you would like your complaint to be treated as confidential?	
An answer is required to meet the Council's obligations under the Data Protection Act 1998	
Category of Complaint	
1. Complaint relating to an employee	ie the Town Clerk, Deputy Town Clerk or Administrative staff These are processed as an internal matter and are referred to our Personnel Committee where appropriate action will be taken as required.
2. Complaints relating to a Town Councillor	ie Councillors who may have breached the Local Code of Conduct are under the jurisdiction of East Suffolk Council and should be submitted to the monitoring officer at East Suffolk Council. https://www.eastsuffolk.gov.uk/yourcouncil/councillors/complaints-about-the-conduct-of-a-district-town-or-parish-councillor/
3. Complaints regarding procedures or administration	These will be considered by Full Council or by the Personnel Committee, which will include the Chair and/or Vice Chair and up to three members of Council.

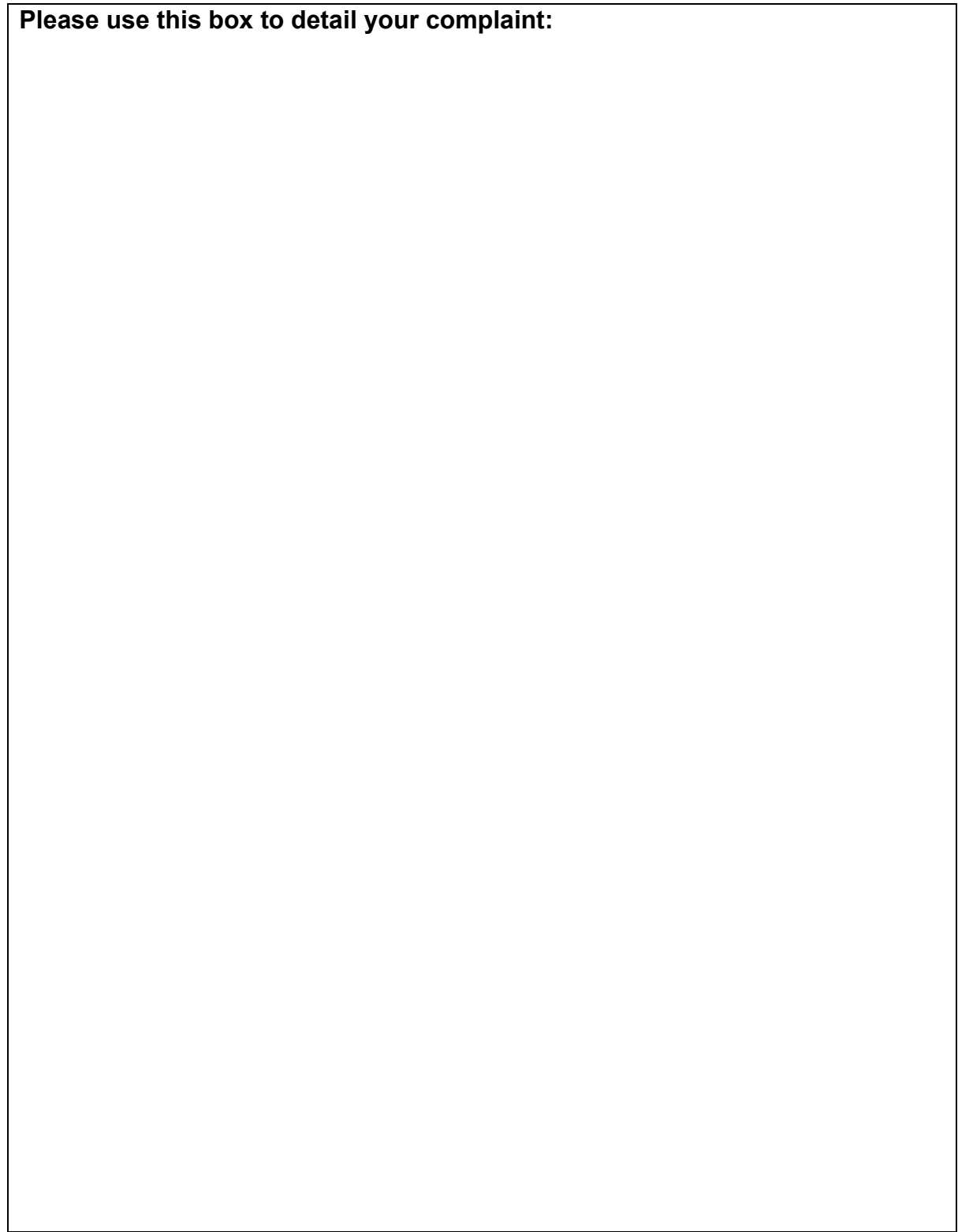
All complaints should be sent to the Town Clerk:

Email to townclerk@leistontowncouncil.gov.uk or in writing (marked **CONFIDENTIAL**) to Leiston-cum-Sizewell Town Council, Council Offices, Main Street, Leiston, IP16 4ER

If the complaint is regarding the Town Clerk, the complaint should be sent to the Mayor and Chair of Leiston-cum-Sizewell Town Council lesleyhill@leistontowncouncil.gov.uk, or the Chair of Personnel tonycooper@leistontowncouncil.gov.uk, or in writing (marked **CONFIDENTIAL**)

FAO Mayor) to Leiston-cum-Sizewell Town Council, Council Offices, Main Street, Leiston, IP16 4ER

Please use this box to detail your complaint:



Next Steps

Your complaint will be acknowledged within 7 days and a response will be made in line with our policy '**Complaints against the Council**'