

KENT ASSOCIATION OF LOCAL COUNCILS



COMPLAINTS PROCEDURE

1. The Kent Association of Local Councils is committed to providing a high-quality service for the benefit of member councils in Kent and Medway. If you are dissatisfied with the standard of service you have received from KALC or are unhappy about an action or lack of action by KALC, this Complaints Procedure sets out how you may complain to KALC and how we shall try to resolve your complaint.
2. This Complaints Procedure applies to complaints about KALC administration and procedures and may include complaints about how KALC employees have dealt with your concerns.
3. This Complaints Procedure does not apply to complaints by one KALC employee against another KALC employee, or between a KALC employee and KALC as employer. These matters are dealt with under KALC's disciplinary and grievance procedures.
4. You may make your complaint about KALC's procedures or administration in writing to the Chief Executive. The postal and e-mail addresses are set out below.
5. Wherever possible, the Chief Executive will try to resolve your complaint immediately. If this is not possible, the Chief Executive will normally acknowledge your complaint within 5 working days.
6. If you do not wish to report your complaint to the Chief Executive (for instance the complaint might be about the Chief Executive or a member of the KALC Executive Committee), you may make your complaint directly to the KALC Chairman, who will report your complaint to the KALC Finance & General Purposes Sub-Committee as appropriate. You should write to the KALC Chairman at the address below, marking the envelope "Private and Confidential".
7. The Chief Executive or the Finance & General Purposes Sub-Committee (as appropriate) will investigate each complaint, obtaining further information as necessary from you and/or staff or members of KALC.
8. The Chief Executive or the KALC Chairman will notify you within 20 working days of the outcome of your complaint and of what action (if any) KALC proposes to take as a result of your complaint. In exceptional cases the 20 working days' timescale may have to be extended. If it is, you will be kept informed.

9. If you are dissatisfied with the response to your complaint, you may ask for your complaint to be referred to the KALC Executive Committee. The KALC Executive Committee will appoint 3 of its members who have not previously been involved in the case. You will be notified in writing of the outcome of the review of your original complaint within 12 weeks.

Contacts

Chief Executive
Kent Association of Local Councils
Dover District Council Offices
White Cliffs Business Park
Whitfield
Dover
Kent CT16 3PJ
e-mail: chief.executive@kentalc.gov.uk

Chairman
Kent Association of Local Councils
Dover District Council Offices
White Cliffs Business Park
Whitfield
Dover
Kent CT16 3PJ

Approved and adopted by the KALC Executive Committee on 23 July 2016
Reviewed and adopted by the KALC Executive Committee on 7 April 2018