RIPON CITY COUNCIL

Complaints Procedure

Item	Detail
Adopted by Full Council	9th November 2026
Previous version	13th November 2023
Current update	2nd November 2026
Date of review	November 2028

Ripon City Council Complaints Procedure

Our Commitment

Ripon City Council is committed to providing high-quality services and administration. The Council welcomes feedback and views complaints as an opportunity to improve services, resolve concerns fairly and maintain public confidence in local government. It is proposed that this policy will be reviewed every two years to ensure that it continues to accurately reflect current legislation, good practice guidance, and the needs of the Council and its residents. The Council will use feedback and complaints to support continuous improvement in its services and procedures.

We want to hear about your experiences, both good and bad, so that we can continuously improve what we do. We aim to:

- Make it easy for you to contact us about any issues;
- Listen and work with you on further action;
- Solve problems at an early stage;
- Prevent problems happening again;
- Recognise good service.

What Constitutes a Complaint?

A complaint is an expression of dissatisfaction, perhaps about:

- The service you have received;
- Things you think we should have done, or have not done;
- The actions of our staff or contractors and agents who work on our behalf

What is a Complaints Procedure?

Our complaints procedure is the way the council manages a report of a problem with our service.

What can be expected?

Our complaints procedure aims to ensure the process is:

- Publicised and well documented;
- Easy to understand and use;
- Helpful and receptive, not adversarial;
- Objective and based on clear procedures;
- Capable of putting things right where necessary;
- Sensitive to the needs and circumstances of the complainant;
- Adequately resourced and fully supported by the elected parish councillors and officers;

- Regularly analysed to spot patterns of complaint and lessons for service improvement.

How to Initiate a Complaint

Verbal complaint
Initial complaints should be made verbally, in person at the Town Hall, or by telephone, to the Chief Officer of the council on 01765 604097.

This type of complaint is most appropriate for some minor matter such a maintenance issue at Hugh Ripley Hall or concerns regarding the upkeep of council-owned facilities or another service issue that can be resolved quickly by Council officers.

A verbal complaint will normally be dealt with directly by the Chief Officer, or their nominated representative, without any need for a response.

You may make a complaint to a councillor if you wish, although a councillor has no authority to act as an individual and must refer the matter to the Chief Officer.

Written complaint
should you need to register a written complaint where a verbal complaint has failed, or the matter is more complex, please write or email providing any information you wish to provide to support your complaint.

Written complaints should be sent to:

Ripon City Council
Market Place South
Ripon
HG4 1DD

Email: admin@riponcity.gov.uk

This should be addressed to the Chief Officer, unless the complaint concerns said person. In this instance, the complaint should be sealed and addressed to the Chairman of the council and clearly marked “Council Chairman- Private and Confidential”.

You may, of course, also initiate a written complaint by letter or email.

Please note that before making a formal written complaint, it is advisable to contact us to ensure that the council is, indeed, the “Responsible Body” to handle your particular complaint. Many of the services we are a recipient of come under the control of the Unitary Authority (North Yorkshire Council).

The way in which a complaint is handled is then also dependent on the nature and specifics of each case. The table below summarises how different types of written complaint may be handled by the council.

Types of Complaint

Nature of the complaint	How to complain	Who to complain to	Who will deal with your complaint
Council • Processes • Procedures • Services	Telephone or in writing	The Chief Officer	You will receive a written reply from the Chief Officer. The matter may have been debated by the council at a council meeting; if so, the Chief Officer's response will be based on the decision of the council.
Financial irregularity	Telephone or in writing	The Chief Officer/ Responsible Financial Officer of the council.	The Chief officer/Responsible Financial Officer of the council will provide an explanation. If you are not satisfied you can report the matter to the External Auditor.
Conduct of an employee	Telephone or in writing	The Chief Officer, unless the complaint is about said person. If this is the case the complaint should be sent to the Chairman, it should be sealed and marked private	The complaint may be resolved or escalated and be treated as an internal disciplinary matter to be dealt with under the council's employee disciplinary procedure. In the event that the matter escalates, the council will provide a copy of the disciplinary procedure on request.

		and confidential.	
Criminal activity	In writing, including any relevant evidence to support your concern.	The Police	The Police. Depending on severity the matter may go to court.
Conduct of a councillor	This type of complaint needs to be referred in writing to North Yorkshire Council as the principal authority, as the council has no power to investigate the conduct of one of its own elected and co-opted members.	The Monitoring Officer at North Yorkshire Council	The Monitoring Officer. Matters may be lengthy if an investigation is undertaken. The matter may be referred for consideration by the Local Standards Committee.

Compliments and Suggestions

We are also looking for your positive and constructive comments to help us improve our service. Tell us what you think we do well, suggestions for improvements, or any other comments you would like to make. Please write to the address above, or contact us below:

admin@riponcity.gov.uk

01765 604097

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