

## 1. Introduction

1.1 This Council welcomes feedback from its parishioners. The preferred method is through direct contact either:

- Face to face at Council meetings
- Through contact with Councillors
- By phone to the Town Clerk on 01985 214847
- By email to [admin@warminster-tc.gov.uk](mailto:admin@warminster-tc.gov.uk)

This allows the Council to answer questions quickly and if a policy decision needs to be made it will be placed on the appropriate agenda.

1.2 If a parishioner feels that their concerns have not been met satisfactorily there is a complaints procedure which is covered in a separate policy.

1.3 However, the Council recognises that petitions are one way in which people can let the Council know their concerns. All petitions sent or presented to the Council will receive an acknowledgement within ten working days. This acknowledgement will set out what the Council plans to do with the petition. The Council will treat something as a petition if it is identified as such, or if it seems to them that it is intended to be a petition.

1.4 Paper petitions can be submitted to:

Mrs Fiona Fox BA (Hons) MCIPD FILCM Town Clerk  
Warminster Town Council  
Warminster Civic Centre  
Sambourne Road  
Warminster  
BA12 8LB

1.5 Petitions can also be submitted at any of the scheduled Council meetings which are published weekly in the Warminster Journal, on the Town Council's external and internal noticeboards at the Civic Centre and on the Council's website [www.warminster.uk.com](http://www.warminster.uk.com)

## 2. How the Council will Accept a Petition

2.1 Petitions submitted to the Council must include:

- A clear and concise statement covering the subject of the petition. It should state what action the petitioners wish the Council to take.
- The name, address and signature of any person supporting the petition.

The Council will take into account identifiable signatures of people who provide valid addresses of where they live, work or study in the area and may take into account other signatures.

- 2.2 Petitions should be accompanied by contact details, including an address, for the petition organiser. This is the person the Council will contact to explain how it will respond to the petition. If the petition does not identify an organiser, the Council will contact signatories to the petition to agree who should act as the organiser.
- 2.3 Petitions which are considered to be vexatious, abusive or otherwise inappropriate will not be accepted.

### **3. What will the Council do when it Receives any Petition?**

- 3.1 An acknowledgement will be sent to the petition organiser within ten working days of receiving the petition. It will let the organiser know what the Council plans to do with the petition and when they can expect to hear from the Council again. Details of the petition will also be published on the Council's website, although the contact details of the petition organiser will not be included.
- 3.2 The petition will be placed on the relevant Council agenda and the petition organiser will be advised of this.

### **4. Council Meeting Procedure**

- 4.1 The petition organiser will be given five minutes to present the petition at the meeting and the petition will then be discussed by Councillors for a maximum of 15 minutes. The Council will decide how to respond to the petition at this meeting. They may decide to take the action the petition requests, not to take the action requested for reasons put forward in the debate, or to commission further investigation into the matter. The petition organiser will receive written confirmation of this decision.
- 4.2 If the petition is about something over which the Council has no direct control it may consider making representations on behalf of the community to the relevant body.

### **5. Review of Procedure**

- 5.1 This procedure will be reviewed from time to time to ensure that it remains effective.