COMBERBACH PARISH COUNCIL

TUESDAY 4TH MAY 2021

COMPLAINTS PROCEDURE

From time to time the public have complaints about the administration or procedures of the Parish Council.

The Parish Council has adopted this procedure to ensure that complainants can feel satisfied that their grievance has been properly and fully considered.

The Parish Council does not consider formal complaints against councillors; these are dealt with by the Monitoring Officer at Cheshire West and Chester Council:

The Monitoring Officer, Cheshire West and Chester Council, 4 Civic Way, Ellesmere Port, CH65 0BE

cwacmonitoringofficer@cheshirewestandchester.gov.uk

All other complaints should be addressed to the Parish Clerk. A fair and courteous response will be given and a full investigation undertaken.

Informal Complaint

1. Complaints about a decision, the general operations of the Council or the Council as a body should be made to the Parish Clerk in writing, providing any additional information that will enable the complaint to be investigated.

2. The Parish Council will seek to resolve complaints informally prior to a formal complaint being lodged. When a complaint is received, the Clerk will liaise with the complainant and relevant members to seek to resolve the issue.

3. If the Council is unable to help or disagrees with the complaint, a clear reason will be given.

4. If the Clerk or Chairman considers the complaint to be of a serious nature, it will be treated as a formal complaint.

5. Records will be kept of all communications and attempts at resolution and the outcome.

Formal Complaint

1. If a complainant is not satisfied, or the complaint is too serious for a “quick fix”, the complaint will be recorded as a Formal Complaint. The complainant will be asked to confirm the complaint in writing to the Parish Clerk by email clerk@comberbach-pc.gov.uk or if they do not wish to submit it to the Clerk it can be forwarded directly to the Chairman of the Council.

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2. The Parish Clerk or Chairman will acknowledge receipt of the complaint and advise how the complaint will be dealt with and by whom. The complaint shall first be considered by the Parish Clerk in consultation with the Chairman and the Clerk shall seek to resolve the issue or explain the background to the decision.

3 Should it not be possible to resolve the complaint, it will be referred to the Staffing Committee

4. The complainant shall be invited to address the Committee, if they wish, to outline the background to the complaint. Members will ask questions of the complainant and Clerk or RFO as necessary. The Town Clerk and the complainant will be offered the opportunity of a last word (in this order). The complainant will leave the room (along with any member whose actions are part of the complaint) while members decide whether or not the grounds for the complaint have been made. If a point of clarification is required, both parties will be invited back into the room.

5. The parties will be invited back to hear the decision.

6. As soon as possible after the decision has been made, it and the nature of any action to be taken, will be communicated in writing to the complainant. The meeting will be in public unless a resolution to exclude the public and press is taken.

7. Records shall be kept detailing all complaints, actions undertaken and the outcome. The outcome will be reported to the next meeting of the Parish Council.

8. Complaints will be kept on file for no more than five years.

Exclusions

This Complaints Procedure does not apply to complaints by one council employee against another council employee, or between a council employee and the council as an employer (including an individual councillor). These matters are dealt with under other procedures.

Adopted by Comberbach Parish Council

Date: 14th May 2019

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