

TILSTON PARISH COUNCIL COMPLAINTS PROCEDURE

Introduction

Tilston Parish Council is not subject to the jurisdiction of the Local Government Ombudsman and has adopted this policy to give clarity to the public to ensure complaints are properly and fully considered.

Before making a complaint, it is advisable to check that the council is, indeed, the "Responsible Body" to handle your complaint, the below table is designed to provide guidance further information can be obtained from the Clerk to the Council.

Nature of Complaint	Who to Complain to	Procedure
Conduct of Council Employee	Chairman	Follow below procedure Council's Disciplinary Policy
Conduct of Councillor	CW&C Monitoring Officer	Contact CW&C ¹
Criminal Activity	Police	Determined by Police
Financial Irregularity	Clerk to the Council Chairman External Auditor	Follow below procedure Electors have the right to question or object to the Council's accounting records – written notice to be sent to the External Auditor ² and copy to Council.
Parish Council <ul style="list-style-type: none"> • Processes • Procedures • Services 	Clerk to the Council Chairman	Follow below procedure

All other complaints should be addressed to the Parish Clerk, including those listed below: -

A failure to fulfil a duty

A failure to carry out an action in an appropriate way

Acted in an unfair or unreasonable manner

Discriminated against a section of the community

Should the complaint be in regard to the Clerk, it should be addressed to the Council Chairman.

In all cases the Parish Council will acknowledge receipt of the complaint in 7 working days and will seek to provide a full response within 21 working days, if this is not possible the Council will notify the complainant of this and the reason as soon as is possible.

¹ Visit <https://www.cheshirewestandchester.gov.uk/residents/contact-us/complaints-and-feedback/complaints-about-councillors/complaints-about-councillors.aspx>

² PKF Littlejohn LLP (Ref: SBA Team), 15 Westferry Circus, Canary Wharf, London E14 4HD, sba@pkf-littlejohn.com

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Complaints Procedure

1. Tell us about your concern

Write, phone, or email, the Clerk, full contact details can be found on the following page.

Please be as precise as possible about your concern and we shall try to deal with it straight away. Depending on the nature of the complaint the Clerk may refer it for consideration by the Full Council.

The Clerk may need to look into the matter further before giving you a response and in the majority of cases we hope to be able to resolve your concern at this point.

2. Still not satisfied?

If you are not happy about how the Clerk has dealt with your concern, please contact the Chairman of the Council. Full contact details can be found at the end of this document.

A complaint is taken very seriously. Every effort will be made to ensure that you are satisfied with the result you achieve through this process. Depending on the nature of the complaint the Chairman may refer it for consideration by the Full Council.

3. Full Council

If the Chairman has been involved but has not been able to provide a satisfactory solution, the full Council can be asked to look at your concern.

You may write to the Chairman or Clerk requesting this matter is considered by the full council. You then have an opportunity to voice your concern to the full council during public participation, the full Council will then review all the steps taken to date and recommend any further action thought to be necessary.

VEXATIOUS COMPLAINTS

A vexatious complainant is one who persists unreasonably with their complaints, or makes complaints in order to inconvenience the Council rather than genuinely resolve an issue. This may include making serial complaints about different issues or continuing to raise the same or similar matters repeatedly.

If a complainant is to be classified as vexatious the complainant shall be informed as such and notified that no further action or responses will be provided.

Should a vexatious complainant make a new complaint about new unconnected issue this will be treated on its merits.

CONTACT DETAILS

Clerk – Ann Wright	62 Well Street, Malpas, SY14 8QH Tel : 01948 861 035 Email: clerk@tilstonparishcouncil.co.uk
Chairman – Cllr. Mike Hearn	The Old Bakery, Wet Lane, Tilston, SY14 8DP. Email: hearn1447@btinternet.com
Monitoring Officer	Monitoring Officer, Cheshire West and Chester Borough Council, 4 Civic Way, Ellesmere Port, CH65 0BE. Email: cwacmonitoringofficer@cheshirewestandchester.gov.uk