

Ashton Hayes and Horton-cum-Peel Parish Council

Complaints Policy

Introduction

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

The Parish Council does not consider formal complaints against individual councillors. These are dealt with in accordance with the Council's adopted Code of Conduct by Cheshire West and Chester Council Monitoring officer. (Monitoring Officer, Cheshire West and Chester Borough Council, HQ, 58 Nicholas Street, Chester CH1 2NP, email cwacmonitoringofficer@cheshirewestandchester.gov.uk).

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

- **A failure on the part of the Parish Council to fulfil a duty**
- **A failure on the part of the Parish Council to carry out an action in an appropriate way**
- **The Parish Council acting in an unfair or unreasonable manner**
- **The Parish Council discriminating against a section of the community**

Should the complaint be in respect of the Clerk, it should be addressed to the Chairman of the Parish Council.

In all cases the Parish Council should acknowledge the complaint within 7 working days of receipt 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 along with the reason for the delay as soon as is possible.

Complaints Procedure

- 1. Tell us about your concern ... write, telephone or email the Clerk. Full contact details can be found on the following page.**

Please be as precise as possible about your concern.

The Clerk may need to look into the matter in some depth before giving you a response and in the majority of cases we would hope to be able to provide a response which deals satisfactorily with your concern.

- 2. If after this you are still not satisfied you are able as part of the process to contact the Chairman of the Council. Full contact details can be found on the following page.**

A complaint is taken very seriously and every effort will be made to ensure that your complaint is looked into carefully and a report back to the complainant made available.

- 3. The involvement of the full Parish Council is the next and final stage of this process. If the Chairman has been involved but has not been able to resolve the matter, the full Council may be asked to consider your concern.**

In order to trigger this, you may write to the Chairman requesting this matter is considered by the full council. You then have an opportunity to voice your concern to the full council in Part 2

of the meeting. The full Council will then review all the steps taken to date and recommend any further action thought to be necessary.

4. If the complaint has financial implications.

If a complaint has financial implications then you may write to the external auditor. Contact information for the External Auditor can be found below.

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 seeks to have an issue considered and resolved. 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 and notified that no action or response will be provided to any complaint made about the Council. The Monitoring Officer of CWAC will have been consulted and will be informed on the rare occasions such action is being taken.

CONTACT DETAILS

Clerk – Trudy Ryall-Harvey	76 Oaklea Avenue, Hoole, Chester CH2 3RE Tel: 07805 698 388 Email: Clerk@ashtonhayespc.co.uk
Chairman – Ian Dossett	Email: ian@ashtonhayespc.co.uk
Monitoring Officer	Monitoring Officer, Cheshire West and Chester Borough Council, HQ, 58 Nicolas Street, Chester CH1 2NP Email: cwacmonitoringofficer@cheshirewestandchester.gov.uk
External Auditor	PKF Littlejohn 15 Westferry Circus, Canary Wharf, London, E14 4HD 44 (0)20 7516 2200 Email: sba@pkf-littlejohn.com