



Complaints Procedure

Introduction

Tattenhall and District 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.

The Parish Council does not consider formal complaints against 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, 4 Civic Way, Ellesmere Port, CH65 0BE.HQ, email cwacmonitoringofficer@cheshirewestandchester.gov.uk).

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.

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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



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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: tattenhallpc@outlook.com
Chairman – Cllr. Iain Keeping	Flacca Lodge, Burwardsley Road, Tattenhall, CH3 9QF. Email: iain.keeping@btopenworld.com
Monitoring Officer	Monitoring Officer, Cheshire West and Chester Borough Council, 4 Civic Way, Ellesmere Port, CH65 0BE. Email: cwacmonitoringofficer@cheshirewestandchester.gov.uk