

# MALPAS PARISH COUNCIL COMPLAINTS PROCEDURE

## INTRODUCTION

Malpas Parish Council strives to provide the best public service for its electors and community as is possible.

Malpas Parish Council takes any concern or complaint seriously and will work hard to ensure that any concern or complaint is properly and fully considered in order to resolve the issue. This guide explains how Malpas Parish Council will handle your concern or complaint, fairly and effectively.

Before making a complaint, it is advisable to check that the council is 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
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 and copy to Council.
Parish Council <ul style="list-style-type: none"><li>Processes</li><li>Procedures</li><li>Services</li></ul>	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 within 10 working days and will seek to provide a full response within 20 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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## COMPLAINTS PROCEDURE

### 1. Tell us about your concern

**Write, phone, or email, the Clerk, full contact details can be found below.**

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 providing a response. In the majority of cases we should be able to resolve your concern within 10 working days. If for any reason we are unable to give you an explanation in that time, we shall contact you to let you know the reason why and when you can expect to hear from us.

### 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 below.**

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.

## COMPLAINTS AGAINST PARISH COUNCILLORS

If your concern relates to the Chairman, or any other Councillor, you need to refer to the Complaints about Councillors information sheet (see Appendix A).

## CONTACT DETAILS

Clerk – Ruth Shackleton	Langdale, Sarn, Malpas SY14 7LN Tel : 01948 770678 Email: <a href="mailto:malpaspc@hotmail.com">malpaspc@hotmail.com</a>
Chairman	Cllr Michael Williams <a href="mailto:michaeljwilliams42@yahoo.com">michaeljwilliams42@yahoo.com</a>
Monitoring Officer	Monitoring Officer, Cheshire West and Chester Borough Council, 4 Civic Way, Ellesmere Port, CH65 0BE. Email: <a href="mailto:cwacmonitoringofficer@cheshirewestandchester.gov.uk">cwacmonitoringofficer@cheshirewestandchester.gov.uk</a>

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## MALPAS PARISH COUNCIL COMPLAINTS FORM

<b>Name</b>	<b>Signature</b>
<b>Address</b>	
<b>E Mail Address</b>	
<b>Tel No.</b>	
<b>Details of Complaint</b>	
<b>Date Submitted</b>	
<b>Date Received</b>	
<b>Action Taken</b>	

# MALPAS PARISH COUNCIL COMPLAINTS PROCEDURE

## Appendix A:-

### Complaints about councillors

Every Parish Council must have a Code of Conduct for their Councillors to follow.  
All Malpas Parish Councillors must follow this.

Complaints about the conduct of a Parish Councillor are dealt with by Cheshire West and Chester Council.

### How to complain about a councillor

If you wish to complain about the conduct of a Malpas Parish Councillor, you must submit your complaint to the Cheshire West and Chester Councils Monitoring Officer.

You may make your complaint using the Code of Conduct Complaint Form. Alternatively, you may contact us by email or post, setting out details of your complaint and providing any evidence you have to support it.

If you have any queries about the process, please contact the Monitoring Officer before submitting a complaint.

If a complaint is received by Malpas Parish Council, or the Clerk to Malpas Parish Council, it will be re-directed to the Monitoring Officer without review or comment.

Monitoring Officer	Monitoring Officer, Cheshire West and Chester Borough Council, 4 Civic Way, Ellesmere Port, CH65 0BE. Email: <a href="mailto:cwacmonitoringofficer@cheshirewestandchester.gov.uk">cwacmonitoringofficer@cheshirewestandchester.gov.uk</a>
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