

What to do first?

Should you have occasion to complain of the decisions of the council, the policies it is following, it's procedures or it's administration then please first seek explanations or information from the Clerk or the Chairman. If your complaint/concern cannot be satisfied by such measures you can complain in writing and send it to the clerk by post or email. If there is any reason why you do not wish to address it to the Clerk then you can send it to the chairman of the council.

If your complaint is about an individual councillor or the clerk then please see the appendix for other procedures.

What happens next?

1. The clerk (or Chairman) will acknowledge receipt of the complaint and advise you when the matter will be considered by the council. Your complaint will be dealt with in the absence of press or public at the meeting.
2. You will be invited to attend the meeting and you may bring with you a representative or friend if you would find it helpful.
3. The council will require you to provide copies of any documentation or other evidence you wish to produce 7 working days prior to the meeting. In addition the council will provide you with copies of any documentation upon which it wishes to rely at the meeting and will do so promptly, allowing you the opportunity to read the material in good time for the meeting.

What will happen at the meeting?

1. The council shall consider your complaint in the absence of press or public but the decision will be stated in the public session of the next council meeting.
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2. The chairman will introduce everyone and explain the procedure.
3. You (or your representative) will be given the opportunity to outline your grounds for complaint and the council will have the opportunity to ask questions about the complaint.
4. The clerk or Chairman will have an opportunity to explain the council's position and you or your representative may ask questions of the council.
5. Both parties will be offered the opportunity to summarise their position.
6. The Clerk or Chairman and you will be asked to leave the room while members decide whether or not the grounds for the complaint have been made. If a point of clarification is necessary, you will both be invited back into the room.
7. You may be given the opportunity to wait for the decision but if the decision is unlikely to be finalised on that day you will be advised when the decision is likely to be made and when and how the decision will be made known to you.

What happens after the meeting?

1. Whether you have waited for a decision or not (7 above) it will be confirmed in writing within 7 working days together with details of any action to be taken.
 2. The decision on a complaint will be announced at the next council meeting in public.
 3. The decision of the council is final; there is no right of appeal. The council will be mindful that the purpose of a complaints procedure is to put things right if things go wrong and their subsequent decisions and actions will be for that purpose.
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APPENDIX

Contacts

Clerk to the Council	Please refer to the website antrobus.info or the village news for the latest address and phone number. antrobuspc@yahoo.co.uk
Chairman of the council	Please refer to the website antrobus.info or the village news for the latest address and phone number. antrobuspc@yahoo.co.uk
Monitoring Officer	Vanessa Whiting , Cheshire West and Chester Council cwacmonitoringofficer@cheshirewestandchester.gov.uk 01244 975970.

Referral to other procedures/bodies

If your complaint is about an individual councillor please contact the Monitoring Officer at Cheshire West and Chester Council. If your complaint is about the Clerk you may contact the Chairman of the council.

For a financial irregularity, at the first instance seek explanation from the clerk. If you are not satisfied, you have a right to object to the councils audit of accounts under section 16 of the Audit Commission Act 1998, and acts following. On other matters to their auditor or the Audit Commission or any replacement body.

For potential Employee misconduct - Inform the chairman and it will be dealt with under an internal disciplinary matter.

For a potential Criminal matter – inform the Police.

Legal References

There are no statutory mechanisms in place should complaints be made to Parish Councils. The Local Government Ombudsman has no jurisdiction. Therefore the policy adopted is based on the suggested practice provided by the National Association of Local Councils (Legal Topic Note 9).

History

Feb 2017 – Entirely rewritten in line with NALC LTN 9. References to Local Standards Board, a complaints committee, public access and appeals are all out of date.

Jan 2008 – revised policy

Jan 2006 – First Policy
