

TILSTON PARISH COUNCIL COMPLAINTS' PROCEDURE

Introduction

To ensure that complaints are handled correctly and fully considered, Tilston Parish Council has devised a table to provide guidance. Further information can be obtained from the Parish Clerk.

NATURE OF COMPLAINT	WHO TO COMPLAIN TO	PROCEDURE
Conduct of Council Employee ie Clerk	Chairman	Follow procedure below See Council's Disciplinary Policy
Conduct of Councillor	CWAC Monitoring Officer	Contact CWAC *
Criminal Activity	Police	Determined by Police
Financial Irregularity	Clerk to the Council Chairman External Auditor	Follow procedure below Electors have the right to question or object to the Council's accounting records. Write to the External Auditor ** and copy to the Council
Parish Council Processes Procedures Services	Clerk to the Council Chairman	Follow procedure below

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

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

1. Tell us about your concern

Write, phone or email the Clerk. 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 might 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.

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 be considered by the full Council. You then have the opportunity to voice your concern to the full Council during public participation at the Parish Council meeting. The full Council will then review all the steps taken to date and will recommend any further action thought necessary to take.

4. 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 a new unconnected issue this will be treated on its merits.

CONTACT DETAILS

Clerk – Marian Hagan	Lowcross Hill Farm, Tilston, SY14 7DX Tel. 01829 250303 Email clerk@tilstonparishcouncil.co.uk
Chairman – Cllr. Bill Joyce	Rosemary Bank, Malpas Road, SY14 7DR Tel. 01829 250288 Email reportands@btinternet.com
Monitoring Officer	Monitoring Officer, Cheshire West and Chester Council 4 Civic Way, Ellesmere Port CH65 0BE cwacmonitoringofficer@cheshirewestandchester.gov.uk

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