

# WYBUNBURY PARISH COUNCIL COMPLAINTS PROCEDURE

## Introduction

Wybunbury 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.

Before making a complaint, it is advisable to check that the Parish Council is, indeed, 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	Chair	Follow below procedure  Council's Disciplinary Policy
Conduct of Councillor	CEC Monitoring Officer	Contact CEC <sup>1</sup>
Criminal Activity	Police	Determined by Police
Financial Irregularity	Clerk to the Council Chair  External Auditor	Follow below procedure  Electors have the right to question or object to the Parish Council's accounting records – written notice to be sent to the External Auditor <sup>1</sup> and copy to Parish Council.
Parish Council • Processes • Procedures • Services	Clerk to the Council Chair	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 relate to the Clerk, it should be addressed to the Parish Council Chair.

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 Parish Council will notify the complainant of this and the reason as soon as is possible.

<sup>1</sup> Visit <https://www.cheshireeast.gov.uk/docs/council-and-democracy/member-code-of-conduct-complaint-form-2.doc>

<sup>2</sup> PKF Littlejohn LLP (Ref: SBA Team), 15 Westferry Circus, Canary Wharf, London E14 4HD, [sba@pkf-littlejohn.com](mailto:sba@pkf-littlejohn.com)

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## Complaints Procedure 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.

## Complaints Procedure 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.

## Complaints Procedure 3. Full Parish Council

**If the Chair has been involved but has not been able to provide a satisfactory solution, the full Parish Council can be asked to look at your concern.**

You may write to the Chair or Clerk requesting this matter is considered by the full Parish Council. You then have an opportunity to voice your concern to the full council during public participation, the full Parish 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 Parish 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 – Muna Clough	c/o Peach Tree House, Calveley Hall Lane, Calveley, Tarporley. CW6 9LG Tel : 0754 640 5090  Email: <a href="mailto:wybunbury.parish.council@outlook.com">wybunbury.parish.council@outlook.com</a>
Chair – Councillor Trevor Lightfoot	Email: <a href="mailto:lightfootfairfields@btinternet.com">lightfootfairfields@btinternet.com</a>
Monitoring Officer	Monitoring Officer, Cheshire East Council, c/o Municipal Buildings, Earle Street, Crewe CW1 2BJ  Email: <a href="mailto:monitoringofficercec@cheshireeast.gov.uk">monitoringofficercec@cheshireeast.gov.uk</a>