

Title: Kingsley Parish Council Complaints Procedure - Council administration, services and decisions.

Date: 10 February 2017

Meeting: To be presented at Kingsley Parish Council meeting on 21 February 2017

Report Author: Jo Preston Kingsley Parish Clerk

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1. What is the report about?

Complaints Procedure regarding council services and decisions

2. Details of the Matter and Options considered

Kingsley Parish Council may not have a policy on a complaints procedure. If it does it has not been reviewed for many years.

1. Kingsley Parish Council is committed to providing a quality service for the benefit of the people who live or work in its area or are visitors to the locality. If you are dissatisfied with the standard of service you have received from this council, or are unhappy about an action or lack of action by this council, this Complaints Procedure sets out how you may complain to the council and how we shall try to resolve your complaint.
2. This Complaints Procedure applies to complaints about council administration and procedures and may include complaints about how council employees have dealt with your concerns.
3. This Complaints Procedure does not apply to:
 - 3.1 Complaints by one council employee against another council employee, or between a council employee and the council as employer. These matters are dealt with under the council's disciplinary and grievance procedures.
 - 3.2 Complaints against councillors. Complaints against councillors are covered by the Code of Conduct for Members adopted by the Council on 18.12.12 and, if a complaint against a councillor is received by the council, it will be referred to the Standards Committee of Cheshire West and Chester Council. Further information on the process of dealing with complaints against councillors may be obtained from the Monitoring Officer of Cheshire West and Chester Council;
Email: cwacmonitoringofficer@cheshirewestandchester.gov.uk. By post: Monitoring Officer, Cheshire West and Chester Borough Council, HQ, 58 Nicholas Street, Chester, CH1 2NP
4. The appropriate time for influencing Council decision-making is by raising your concerns before the Council debates and votes on a matter. You may do this by writing to the Council in advance of the meeting at which the item is to be discussed. There may also be the opportunity to raise your concerns in the public participation section of Council meetings. If you are unhappy with a Council decision, you may raise your concerns with the Council, but Standing Orders prevent the Council from re-opening issues for six months from the date of the decision, unless there are exceptional grounds to consider this necessary and the special process set out in the Standing Orders is followed.

5. You may make your complaint about the council's procedures or administration to the Clerk. You may do this in person, by phone, or by writing to or emailing the Clerk. The addresses and numbers are set out below.
6. Wherever possible, the Clerk will try to resolve your complaint immediately. If this is not possible, the Clerk will normally try to acknowledge your complaint within five working days.
7. If you do not wish to report your complaint to the Clerk, you may make your complaint directly to the Chairman of the Council who will report your complaint to the Council.
8. The Clerk or the Chairman of the Council (as appropriate) will investigate each complaint, obtaining further information as necessary from you and/or from staff or members of the Council.
9. The Clerk or the Chairman of the Council will notify you within 20 working days of the outcome of your complaint and of what action (if any) the Council proposes to take as a result of your complaint. (In exceptional cases the 20 working days timescale may have to be extended. If it is, you will be kept informed.)
10. If you are dissatisfied with the response to your complaint, you may ask for your complaint to be referred to the full Council (as appropriate) and (usually within eight weeks) you will be notified in writing of the outcome of the review of your original complaint.

Contacts

The Clerk of Kingsley Parish Council

Address: 19 Nursery Park
 Delamere Road
 Norley
 Frodsham
 WA6 6LX.....

Telephone: 01928 787303.....

Email: jowish@hotmail.com.....

The Chairman of Kingsley Parish Council

Address: Edenhome
 Chapel Lane
 Kingsley
 Cheshire
 WA6 8HB

Telephone: 01928 787199.....

Email: Mon.dan@btinternet.com.....

3. Conclusion

The adoption of a complaints procedure will assist in demonstrating that the Parish Council is determined to conduct its business in a fair and equitable manner and in the event that complaints arise, the Council will attempt to resolve them expeditiously and efficiently by correspondence or discussion. Should this prove to be unsuccessful in resolving a matter to everyone's satisfaction, a formal complaint may be made (see point 10)

4. Resources:

Cheshire West and Chester Association of Local Councils ChALC

Society of Local Council Clerks SLCC

5. Chair's Details

The Clerk shall amend the Chair's details as required without recourse to the Council.