



DUNHAM HILL AND HAPSFORD PARISH COUNCIL

Complaints Policy

Introduction

Dunham Hill and Hapsford 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 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	Chairman	Follow below procedure Council's Disciplinary Policy
Conduct of Councillor	CW&C Monitoring Officer	Contact CW&C ¹
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 ² and copy to Council.
Parish Council • Processes • Procedures • Services	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 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 in 7 working days and will seek to provide a full response within 21 working days, if this is not possible the Council will notify the complainant of this and the reason as soon as is possible.

¹ Visit <https://www.cheshirewestandchester.gov.uk/residents/contact-us/complaints-and-feedback/complaints-about-councillors/complaints-about-councillors.aspx>

² PKF Littlejohn LLP (Ref: SBA Team), 15 Westferry Circus, Canary Wharf, London E14 4HD, sba@pkf-littlejohn.com

Procedures

1. Tell us about your concern

Write, phone, email, or fax The Clerk. Full contact details can be found at the bottom of this sheet

Please be as precise as possible about your concern and we shall try to deal with it straight away.

The Clerk may need to look into the matter further before giving you a response and in the majority of cases we shall 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 address your complaint to the Chairman of the Council.

Wherever possible you should receive a written response to your complaint within 15 working days.

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.

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.

A letter to the Chairman is all that is needed. You then have an opportunity to discuss your concern with the full council membership, which will 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 seeks to have an issue considered and resolved. 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 and notified that no action or response will be provided to any complaint made about the Council. The Monitoring Officer of CWAC will have been consulted and will be informed on the rare occasions such action is being taken.

Clerk –	Trudy Ryall-Harvey 76 Oaklea Avenue Hoole Chester CH2 3RE	07784 486 767 clerk@dunhamhillandhapsford.co.uk
Chairman – Monitoring Officer	Keith Bradley Monitoring Officer, Cheshire West and Chester Borough Council, 4 Civic Way, Ellesmere Port, CH65 0BE. Email: cwacmonitoringofficer@cheshirewestandchester.gov.uk	chair@dunhamhillandhapsford.co.uk

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