

Complaints Procedure: Malpas Parish Council

Malpas Parish Council strives to provide the best public service for its electors and community as is possible.

However if you feel that the council has not fulfilled this in anyway including:-

- **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 an individual or a section of the community**
- **Mismanaged something**

Please contact us.

However, if your concern relates to the Clerk, Chairman, or any other Councillor, you need to refer to the Complaints about Councillors information sheet. See Appendix A.

The council will take any concern or complaint seriously and work hard to resolve the issue.

Attached is a guide to how we will handle your concern or complaint, fairly and effectively.

For more information please contact the clerk.

Ruth Shackleton
Clerk to Malpas Parish Council
01948 770678
malpaspc@hotmail.com

14th October 2019

Procedures

1. Tell us about your concern

Write, phone, email, The Clerk, Ruth Shackleton

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 complete and submit a Complaint Form addressed to the Chairman of the Council, who will decide how your complaint is to be handled.

The Complaints Form is available from The Clerk to the Council and this should be completed and returned to the Chairman of the Council.

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

If for any reason we are unable to resolve the matter in that time, we shall contact you to let you know the reason why and when you can expect to hear from us.

3. Full Parish Council

However, if the Chairman has not been able to provide a satisfactory solution, the full Council can be asked to look at your concern or complaint.

In this instance, you need to contact another Councillor, who is not the Chairman or Vice-Chairman, and request the matter is raised in the next Full Council meeting when you will have the right to explain your concern or complaint. The council will agree whether any further action is necessary.

4. Cheshire West and Chester Borough Council

If you are not satisfied with how Malpas Parish Council is dealing with your concern or complaint you have the right to ask Cheshire West and Chester Council's Monitoring Officer for assistance at any stage.

However, he or she will expect you first to have given Malpas Parish Council the opportunity and time to resolve your concern or complaint by following this process.

When the Monitoring Officer is involved, he or she will ask the Parish Council what has been done so far, before deciding whether reasonable action has been taken, or there is a need to look further into your concern or complaint.

Ruth Shackleton Clerk to Malpas Parish Council

Tel: 01948 770678

E-Mail: malpaspc@hotmail.com

14th October 2019

Malpas Parish Council Complaints Form

Name		Signature	
Address			
E-mail Address:			
Tel No.			
Details of Complaint			
Date Submitted			
Date Received			
Action Taken			

Complaints about councillors

Every Parish Council must have a Code of Conduct for their Councillors to follow. All Malpas Parish Councillors must follow this.

Complaints about the conduct of a Parish Councillors are dealt with by Cheshire West and Chester Council.

How to complain about a councillor

If you want to complain about the conduct of a Malpas Parish Councillor, you must submit your complaint to the Cheshire West and Chester Councils Monitoring Officer.

You may make your complaint using the Code of Conduct Complaint Form. Alternatively, you may contact us by email or post, setting out details of your complaint and providing any evidence you have to support it.

If you have any queries about the process, please contact the Monitoring Officer before submitting a complaint.

- Code of Conduct complaint form (PDF, 166KB)
- Complaint guidance note (PDF, 173KB)
- Arrangements for dealing with complaints (PDF, 144KB)
- Complaints assessment criteria (PDF, 210KB)
- Email: cwacmonitoringofficer@cheshirewestandchester.gov.uk
- By post: Monitoring Officer, Cheshire West and Chester Council, 4 Civic Way, Ellesmere Port, CH65 0BE

<https://www.cheshirewestandchester.gov.uk/documents/contact-us/complaints-about-councillors/code-of-conduct-complaint-form-2017.pdf>