

CRONTON PARISH COUNCIL

Complaints Procedure



Introduction

Cranton Parish Council is committed to providing a quality service to residents of the Parish and to anyone who deals with the Parish Council. Your views help us to improve our services. This procedure is for dealing with complaints that any person may have about the Council's administration or procedures. Investigation will carry out promptly in an impartial manner.

Parish Councils as corporate bodies are not subject to the jurisdiction of the Local Government Ombudsman, and there are no provisions for another body to which complaints can be referred. The Council will settle complaints based on the facts of the case and in the interest of fairness and justice.

Complaints about a policy decision made by the Council will be referred back to the Council, or relevant Committee, as appropriate, for consideration. Referring to Standing Orders, a decision shall not be reversed within 6 months unless there are exceptional grounds and the special process set out in the Standing Orders is followed.

Definition of a Complaint

A complaint is an expression of dissatisfaction by one or more members of the public about the Council's action or lack of action or about the standard of a service provided by the Council itself or a person or body acting on behalf of the Council.

The following are excluded from this procedure

Type of Conduct	Refer to
Financial irregularity	Local elector's statutory right to object Council's audit of accounts pursuant to Local Audit and Accountability Act 2014 Sections 26 and 27 . On other matters, the Council may need to consult the auditor.
Criminal activity	The Police
Members conduct	The Monitoring Officer, Knowsley Metropolitan Borough Council, P O Box 21, Archway Road, Huyton, Knowsley L36 9YU
Employee conduct	Internal disciplinary procedure. Complaints concerning a member of staff should be made in writing to the Clerk. If the complaint concerns the Clerk the complaint should be made in writing to the Chairman of the Council.

MAKING A COMPLAINT

The complainant can contact the Parish Clerk or the Chairman of the Parish Council by phone, in writing, by email or in person.

Phone 07547 908 795 (*answer phone*)

Address Cronton Parish Council
7 Hampton Drive
Cronton
Knowsley WA8 5BZ

Email crontonparishcouncil10@gmail.com

You may also ask a Councillor to raise the matter with the Council on your behalf.

The complaints procedure will not apply to complaints made anonymously.

Informal Complaints

An informal complaint may be made by telephone, email, in person or in writing to the Clerk. If the complainant prefers not to put the complaint to the Clerk (because the matter relates to the Clerk, for example,) he or she should be advised to write to the Chairman of the Council.

If a complaint is made to a Councillor it is their duty to notify the Clerk or the Chairman of the Council.

The Clerk or Chairman of the Council will speak directly to the complainant and will attempt to resolve the complaint and to ensure that the complainant feels satisfied that their grievance has been fully considered, taken seriously and acted upon accordingly.

If the Clerk or the Chairman cannot satisfy a complaint in an informal way, then the Formal Complaints Procedure will be instigated.

Formal Complaints

The complainant will be asked to put their complaint about the Council's procedures or administration in writing to the Clerk. If the complainant does not wish to put the complaint to the Clerk they should be advised to address it to the Chairman of the Council.

The letter should contain the following information

- Name, address and telephone number of the complainant
- Details of the complaint about the Council's procedures or administration
- How the issue has affected the complainant
- Copies of any relevant documents or other evidence
- Details of third parties and their involvement
- What action the complainant believes will resolve the complaint

The Clerk will acknowledge receipt of the complaint within three working days and will advise the complainant when the matter will be considered by the Council.

The complainant shall be invited to attend the meeting and to bring with them a representative if they wish.

Any documents not already supplied must be sent to the Clerk seven clear days before the meeting. The Council shall provide the complainant with copies of any documentation upon which they wish to refer to at the meeting within the same timescale.

At the meeting

The Council shall consider whether the circumstances of the meeting warrant the exclusion of the public and the press. Any decision on a complaint shall be announced at the Council meeting in public.

The Chairman should introduce everyone and explain the procedure.

The complainant (or their representative) should outline the grounds for complaint and afterwards questions may be asked by the Clerk and Members.

The Clerk or a nominated Councillor will present the Council's position relating to the complaint (if necessary) and afterwards questions may be asked by other Members.

The Clerk/nominated Councillor and the complainant will be offered the opportunity to summarise their position.

The Clerk/nominated Councillor and the complainant will be asked to leave the room while Members decide whether or not the grounds for the complaint have been made. If a point of clarification is necessary both parties shall be invited back.

The Clerk/nominated Councillor and the complainant will be given the opportunity to wait for the decision but if the decision is unlikely to be finalised on that day they should be advised when the decision is likely to be made and when it will be communicated to them.

After the meeting

The decision will be confirmed in writing within seven working days together with details of any action to be taken.

Last Updated – 9 May 2023

Adopted – 09 May 2023

Reference

NALC – Handling Complaints: LTN 9 November 2009