

Willington Parish Council Complaints Procedure

1. Willington Parish Council is committed to providing a quality service for the benefit of the people who live or work in its parish 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 about an employee of the Council. These should be dealt with as an employment matter. The complainant can be assured that the matter will be dealt with internally as such and appropriate action taken as required under the council's disciplinary and grievance procedures.
 - 3.2. Complaints against councillors. Complaints against a Councillor are covered by the Code of Conduct for Members adopted by the Council on and, if a complaint against a councillor is received by the Council, it must be referred to Cheshire West and Chester Council Monitoring Officer in the first instance.
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 is also the opportunity to raise your concerns in the public participation section of Council meetings (known as the Open Forum). 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 next Council meeting.
8. The Clerk, or if appropriate a Complaints Committee of the Council, or the Council will investigate each complaint, obtaining further information as necessary from you and/or from staff or members of the Council. If appropriate you may be invited to meet with Councillors to explain your complaint in more detail.
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 twenty 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.

Contact

The Clerk of Willington Parish Council

Address: 1 Lilac Close. Willington, Cheshire CW6 0PL

Telephone: 01829 751266

Email: clerk.willington@willington.org.uk

Reviewed at meeting of Willington PC on Tues 23.5.2023; minute 23/027. No changes required.

Reviewed & approved with no changes 21st May 2024 – minute 24/028

Next review: May 2025.