



Complaints Policy

Introduction

The 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.

1. The Parish Council does not consider formal complaints against councillors. These are dealt with in accordance with the Council's adopted Code of Conduct by Cheshire West and Chester Council Monitoring Officer. (Monitoring Officer, Cheshire West and Chester Borough Council, HQ, 58 Nicholas Street, Chester, CH1 2NP, email cwacmonitoringofficer@cheshirewestandchester.gov.uk).

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 a section of the community.

Should the complaint be in regard to the Clerk, it should be addressed to the Parish 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 28 working days, if this is not possible the Council will notify the complainant of this and the reason as soon as is possible.

Complaints Procedure

1. Tell us about your concern

Write, phone, or email, the Clerk, Full contact details can be found on the following page.

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.

2. Still not satisfied?

If you are not happy about how the Clerk has dealt with your concern, please contact the Chairman of the Council. Full contact details can be found on the following page.

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.

You may write to the Chairman requesting this matter is considered by the full council. You then have an opportunity to voice your concern to the full council during public participation, the full Council will then 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 resolve an issue. 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 as such and notified that no further action or responses will be provided.

Should a vexatious complainant make a new complaint about new unconnected issue this will be treated on their merits. Please see the Zero Tolerance Policy.

CONTACT DETAILS

Clerk – Tracey Whitlow	Tel : 07841 520 873 Email: clerk@barrowpc.org
Chairman – Paul Rossington	Email: paul@barrowpc.org
Monitoring Officer	Monitoring Officer, Cheshire West and Chester Borough Council, HQ, 58 Nicholas Street, Chester, CH1 2NP Email: cwacmonitoringofficer@cheshirewestandchester.gov.uk

Adopted by the Parish Council on:11.02.2021