

Complaints Policy & Procedure



Seneley Green Parish Council

Complaints Handled by the Parish Clerk

Complaints should always be directed through the Parish Council address, email address or telephone number and not through individual Councillors (*a complainant may advise a Councillor of the details of a complaint, but individual Councillors are not in a position to resolve complaints*)

It is expected that most informal complaints can be resolved by the Clerk almost immediately and certainly **within seven working days** through this route. However, the Council appreciates that on occasions if an informal approach has not resolved the complaint, or that the initial complaint is serious, then the formal complaints process below should be followed.

Seneley Green Parish Council will not acknowledge or consider, under any circumstances, complaints that are submitted anonymously.

Complaints Handled by the Parish Council:

The Clerk is responsible for managing the complaints process. The Clerk is the Proper Officer of the Council. However, if a formal complaint is being raised against the Clerk, then the process should still be followed, but the Chairman of the Council would take the place of the Clerk in managing the process:

1. A formal complaint must be submitted in writing to the Council offices, addressed to the Clerk or Chairman as appropriate (details given at the end of this document). The complaint should cover as much detail as possible and enclose any relevant supporting documentation.
2. The Clerk or Chairman will acknowledge receipt of the complaint within **five working days**.
3. The Clerk or Chairman will carry out an initial investigation into the complaint and will within **ten working days** provide the complainant with an update on progress, or a suggested resolution. If the complainant is satisfied with the resolution the complaint is closed.
4. The Clerk or Chairman will report to the Council, summary details of the complaint and a brief summary of its resolution. This summary report will exclude the names of the complainants and any Council staff involved.
5. If the Clerk or Chairman is unable to resolve the complaint, or the complainant is not satisfied with the proposed resolution then the matter will be referred to the next Council meeting.

At the Meeting:

The Council shall consider whether the circumstances of the meeting warrant the exclusion of the public and the press. As far as possible the Council carries out its business in public, matters that involve individual identified members of staff, may require the exclusion of the press and public:

1. The Chairman shall introduce everyone and explain the procedure to be used in order to consider the complaint made. The meeting will be as informal and friendly as possible, without prejudicing the need to consider properly the matter under discussion. (a) The complainant (or representative) shall be invited to outline the grounds for complaint and members given the opportunity to ask any question of the complainant. (b) If relevant, the Clerk will explain the Council's position and the Council shall ask any questions of the Clerk. (c) The complainant is to be offered the opportunity of a last word as a means of summing up their position. (d) The Clerk is to be offered the opportunity of a last word as a means of summing up their position.
2. The Clerk and complainant shall 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 should be invited back. In any case both parties return to hear the decision, or to be advised when the decision will be made.
3. The decision will be confirmed in writing **within seven working days** together with **details of any action** to be taken.
4. The announcement of any decision will be made in public, at the next Council meeting.

Action against Council Staff

A complaint against a member of the Council's staff could result in disciplinary action; or in cases of gross misconduct dismissal from the Council's employment. The Council will not under any circumstances enter into any correspondence, or discussion, with any complainant about any action taken, formally or informally against any member of its staff. This is expressly to protect the employment rights to which all employees of the Council are entitled.

Complaints against Councillors

The Seneley Green Parish Council complaints policy does not cover complaints against an individual Councillor. If you wish to make a complaint about the behaviour of an individual Councillor you must write to:-

Angela Sanderson, Monitoring Officer

St Helens Council, Town Hall
St Helens
WA10 1HP

TEL: 01744 673255

FAX: 01744 676208

E-mail: angelasanderson@sthelens.gov.uk

The Monitoring Officer can only deal with complaints about the behaviour of a Councillor. It will not deal with complaints about matters that are not covered by the Councillors Code of Conduct. Complaints must be about a Councillor's failure to follow the Code of Conduct

Contact Details for Seneley Green Parish Council

Please contact the Clerk or Chairman in writing at:

75 Windsor Road

Billinge

Wigan

WN5 7LD

Tel: 01744 892167

E-mail: seneleygreenpc@gmail.com

Reviewed 18th May 2022

Signed Chairman