

DISLEY PARISH COUNCIL



Complaints Procedure

Version Control

Version	Date	Reviewed by
Draft	22/09/2008	R Holland
Approved	10/06/2008	Council Meeting
Re-approved	30/05/2019	Council
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Introduction

This complaints procedure shall be followed for all complaints relating to Disley Parish Council as a body and for complaints received against individual council officers.

For complaint relating to an individual Councillor, the complainant will be advised to contact the Cheshire East Council Monitoring Officer directly at:

The Monitoring Officer
Cheshire East Council
Westfields
C/O Municipal Buildings
Earle Street
Crewe
CW1 2BJ
MonitoringOfficerCEC@cheshireeast.gov.uk

1. This policy sets out procedures for dealing with complaints that anyone may have about Disley Parish Council's administration and procedures. Complaints against policy decisions made by the Council shall be referred back to the Council.
2. If a complaint about procedures or administration is notified orally to a Councillor or the Clerk and they cannot satisfy the complainant fully forthwith, the complainant shall be asked to put the complaint in writing to the Clerk and be assured that it will be dealt with promptly after receipt.
3. If a complainant prefers not to put the complaint to the Clerk, he or she will be advised to put it to the Chair of the Council.

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4. (a) On receipt of a written complaint, the Clerk or Chair, as the case may be, shall (except where the complaint is about his or her own actions) try to settle the complaint directly with the complainant. The Clerk or Chair will notify the person complained of and give an opportunity for comment on the manner in which it is intended to attempt to settle the complaint.
(b) Where the Clerk receives a written complaint about his or her own actions, he or she shall refer the complaint to the Council and be given opportunity to comment.
5. The Clerk or Chair shall report to the next meeting of the Council any written complaint disposed of by direct action with the complainant.
6. The Clerk or Chair shall bring any written complaint which has not been settled to the next meeting of the Council and the Clerk shall notify the complainant of the date on which the complaint will be considered, and the complainant shall be offered an opportunity to explain the complaint orally. (Unless such a matter may be related to Grievance, Disciplinary or Standard Board proceedings that are taking, or likely to take place when such a hearing may prejudice those hearings when the complaint will have to be heard under Exempt Business to exclude any member of the public or press, or deferred on appropriate advice received).
7. The Council shall consider whether the circumstances attending any complaint warrant the matter being discussed in the absence of the press and public but any decision on a complaint shall be minuted in the official meeting minutes.
8. As soon as possible after any decision has been made, it and the nature of any action to be taken shall be communicated in writing to the complainant.
9. A Council shall defer dealing with any written complaint only if it is of the opinion that issues of law or practice arise on which advice is necessary. The complaint shall be dealt with at the next meeting after the advice has been received.
10. Disley Parish Council will not consider any anonymous communication.
11. In the event of serial facetious, vexatious or malicious complaints from a member of the public, the Council should consider taking legal advice before writing letters to the complainant.