

MOTTRAM ST. ANDREW PARISH COUNCIL
COMPLAINTS HANDLING PROCEDURE

INTRODUCTION: Mottram St. Andrew Parish Council is committed to providing a quality service for the benefit of the people who live or work in its area 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.

- 1. This Complaints Procedure applies to complaints about Council administration and procedures and may include complaints about how Council employees have dealt with your concerns.**

- 2. This Complaints Procedure does not apply to:**
 - 2.1. complaints by one Council employee against another Council employee, or between a Council employee and the Council as employer. These matters are dealt with under the Council's disciplinary and grievance procedures.**
 - 2.2. complaints against Councillors. Complaints against Councillors are covered by the Code of Conduct for Members.**

- 3. 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 may also be the opportunity to raise your concerns in the public participation section of Council meetings. 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.**
 - You may make your complaint about the Council's procedures or administration to the Clerk. You may do this in writing or by emailing the Clerk. The addresses and numbers are set out below.**

- 4. 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 and refer the matter to the Council Complaints Committee.**
- 5. If you do not wish to report your complaint to the Clerk, you may make your complaint directly to the Chairman of the Council in writing who will report your complaint to the Council Complaints Committee.**
- 6. The Council Complaints Committee is made up of three Councillors elected to serve for a period of one year at each Annual General Meeting.**
- 7. The Council Complaints Committee will investigate each complaint, obtaining further information as necessary from you and/or from staff, members of the Council or other material witnesses. All available relevant documentation will be considered**
- 8. The Clerk or the Chairman of the Council will notify you within 20 working days from the date of referral 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.) Wherever possible the Clerk will make all response dates clear to all parties.**
- 9. If you are dissatisfied with the response to your complaint, you have ten working days from the date of the decision to ask for your complaint to be referred to the full Council and (usually within eight weeks) you will be notified in writing of the outcome of the review of your original complaint. The three members of the Complaints Committee will be present at the Appeal but will not be part of the decision making process.**

Contacts:

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The Chairman of Mottram St. Andrew Parish Council Andrew Levis
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