

FARNDON PARISH COUNCIL

COMPLAINTS PROCEDURE

Farndon 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.

Before making a complaint, it is advisable to check that the Council is, indeed, the *Responsible Body* to handle your complaint. The table below is designed to provide guidance. Further information can be obtained from the Clerk to the Council.

Nature of Complaint and Responsible Authority

Nature of Complaint	Who to Complain To	Procedure
Conduct of Council Employee	Chairman	Follow below procedure / Council's Disciplinary Policy
Conduct of Councillor	CW&C Monitoring Officer	Contact CW&C ¹
Criminal Activity	Police	Determined by Police
Financial Irregularity	Clerk to the Council / Chairman / External Auditor	Follow below procedure *
Parish Council Processes, Procedures, Services	Clerk to the Council / Chairman	Follow below procedure

*Electors have the right to question or object to the Council's accounting records. Written notice must be sent to the External Auditor², with a copy to the Council.

General Complaints

All other complaints should be addressed to the Parish Clerk, including those relating to:

- **A failure to fulfil a duty**
- **A failure to carry out an action in an appropriate way**
- **Acting in an unfair or unreasonable manner**
- **Discrimination against a section of the community**

If the complaint concerns the Clerk, it should be addressed to the Council Chairman.

Response Times

- Complaints will be acknowledged within **7 working days**
- A full response will normally be provided within **21 working days**
- If this is not possible, the complainant will be informed with reasons as soon as possible

COMPLAINTS PROCEDURE

1. Tell Us About Your Concern

You may write, phone, or email the Clerk (contact details below).

Please be as precise as possible about your concern. The Council will aim to resolve the issue promptly. Depending on the nature of the complaint, the Clerk may refer it to the Full Council.

In some cases, further investigation may be required before a response is provided.

2. Still Not Satisfied?

If you are not satisfied with the Clerk's response, you should contact the Chairman of the Council.

Complaints are taken seriously, and every effort will be made to reach a satisfactory outcome. The Chairman may refer the matter to the Full Council if appropriate.

3. Full Council Review

If the Chairman cannot resolve the issue, the matter may be referred to the Full Council.

You may write to the Chairman or Clerk requesting this. You will have the opportunity to present your concern during public participation at a Council meeting.

The Full Council will review the steps taken and recommend any further action.

VEXATIOUS COMPLAINTS

A vexatious complainant is someone who:

- Persistently makes unreasonable complaints

- Seeks to inconvenience the Council rather than resolve an issue
- Makes repeated or serial complaints

If a complainant is deemed vexatious:

- They will be informed of this decision
- No further responses will be provided

However, any new and unrelated complaints will be considered on their own merits.

CONTACT DETAILS

Clerk

Claire Taylor
40 Lime Tree Drive, Farndon, Chester CH3 6PN
Tel: 07745 842 988
Email: clerk@farndonparishcouncil.gov.uk

Chairman

Cllr. Hilary Williams
The Old Bakehouse, High Street, Farndon, Chester CH3 6PU
Email: Cllr.hilary.williams@farndonparishcouncil.gov.uk

Monitoring Officer

Cheshire West and Chester Borough Council
4 Civic Way, Ellesmere Port, CH65 0BE
Email: cwacmonitoringofficer@cheshirewestandchester.gov.uk

Footnotes

¹ Complaints about councillors:

<https://www.cheshirewestandchester.gov.uk/residents/contact-us/complaints-and-feedback/complaints-about-councillors/complaints-about-councillors.aspx>

² External Auditor:

PKF Littlejohn LLP (SBA Team)

15 Westferry Circus, Canary Wharf, London E14 4HD Email: sba@pkf-littlejohn.com

