

Astley Village Parish Council

COMPLAINTS PROCEDURE

1. Astley Village 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.
2. This Complaints Procedure applies to complaints about council administration and procedures and may include complaints about how council employees have dealt with your concerns.
3. This Complaints Procedure does not apply to:
 - 3.1 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.
 - 3.2 any complaints which may lead to disciplinary hearing under disciplinary procedures.
 - 3.3 complaints against Councillors. Complaints against Councillors are covered by the Code of Conduct for Members adopted by the Council on 4 July 2012 and, if a complaint against a Councillor is received by the council, it will be referred to the Monitoring Officer of Chorley Council. Further information on the process of dealing with complaints against Councillors may be obtained from the Monitoring Officer of Chorley Council.
4. The appropriate time for influencing Council decision-making is by raising your concerns before the Council debates and votes on a matter.
 - 4.1 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.
 - 4.2 If you are unhappy with a Council decision, you may raise your concerns with the Council. 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 (eg new information or factors) and the special process set out in the Standing Orders is followed.
5. To raise your concerns:
 - 5.1 You can express any concerns about Council procedures, decisions or administration to the Clerk, in person, by phone or by writing/emailing the Clerk. The addresses are set out below.

- 5.2 If you wish to make a formal complaint you must submit in writing, as above and sign your complaint.
- 5.3 A complaint must be submitted within 6 months of the event/actions complained about.
- 5.4 If you do not wish to report your complaint to the Clerk, you may make your complaint directly to the Chair of the Council who will report your complaint to an appropriate committee, to be determined by the Chair.
6. 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.
7. Your complaint will be investigated, obtaining further information as necessary from you and/or from staff or members of the Council.
8. If it is decided the circumstances of any complaint warrant the matter being discussed in the absence of the press and the public then Council will exclude them from the meeting quoting the exemption clause.
9. The Clerk or the Chair of the Council will normally notify you within 20 working days of the outcome of your complaint and of what action (if any) the Council proposes to take as a result of your complaint.
10. If you are dissatisfied with the outcome of your complaint, you may appeal. Any appeal will be heard by Councillors who were not previously involved in considering your complaint. Appeals should be in writing to the Clerk or Council, as appropriate.
11. In the event of serial, spurious, vexatious or malicious complaints from a member of the public the Council should consider taking legal advice before writing any letters to the complainant.

Contacts

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Email: clerk@avpc.org.uk

Councillor Laura Lennox, Chair of Parish Council
Astley Village Parish Council
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Email: clerk@avpc.org.uk

Adopted by the Parish Council on 4 September 2019