



Complaints Procedure – For Members of the Public

Members of the public are requested to put in writing the details of their complaint, addressed to either the Clerk or the Chairman of the Council.

Acknowledgment of receipt of the complaint must be sent to the complainant within three working days.

The complaint will be referred to either the Finance & Personnel Committee or to the full Council, whichever meets soonest, for consideration.

Where the complaint relates to either a specific member/officer they must receive details of the complaint and submit to the Council a statement in response to the complaint to be considered alongside the complaint by either the Finance & Personnel Committee or full Council.

The Council must respond to the complaint within three working days of the meeting at which it was considered.

Not any one member, or officer, may respond to any complaint without the prior approval of the Council.

Contact Information:

Mrs Michelle Jones
Clerk to Weaverham Parish Council
Weaverham Community Centre
Russet Road
Weaverham
Northwich
Cheshire
CW8 3HY

OR Mr Peter Wilkinson
Chairman, Weaverham Parish Council
1 Barrymore Road
Weaverham
Northwich
Cheshire
CW8 3LN