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**Weaverham Parish Council**

**Complaints Procedure – For Members of the Public**

**Where possible, the Parish Council would wish to solve any complaint informally prior to a formal complaint being lodged.**

**Complaints about Member Conduct**

Parish Councils are not permitted to deal with complaints about the behaviour of individual councillors. Any complaint about the conduct of a named individual member should be made to the Cheshire West and Chester Borough Council Monitoring Officer. The correct procedure for making a complaint about a member is available from the Monitoring Officer and can be found on the Cheshire West and Chester website by clicking on this link: <https://cheshirewestandchester.gov.uk/residents/contact-us/complaints-and-feedback/complaints-about-councillors.aspx>

**For complaints about other matters**

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 the appropriate Committee or to the full Council, which ever meets soonest, for consideration.

Where the complaint relates to a specific 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 Parish 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.

**Vexatious Complaints**

A vexatious complainant is one who persists unreasonably with their complaints or makes complaints in order to inconvenience the Council rather than genuinely resolve an issue. This may include making serial complaints about different issues or continuing to raise the same or similar matters repeatedly.

If such complaints affect the Council’s ability to undertake its work and provide its services to others, it may alter the way it deals with complaints by not acknowledging or responding to vexatious complaints. Complaints will still be read in case they contain new information.

If a complainant is to be classified as vexatious, they shall be informed so and given a timescale of how long this will remain the case.

Should a vexatious complainant make a new complaint about new issues these will be treated on their merits.

**Contact Information:**

Mr Adrian Morgan OR Gillian Edwards

Acting Clerk to Weaverham Parish Council Chairman, Weaverham Parish Council

Weaverham Community Centre Weaverham Community Centre

Russet Road Russet Road

Weaverham Weaverham

Northwich Northwich

Cheshire Cheshire

CW8 3JL CW8 3HY