



COMPLAINTS RELATING TO PROCESS AND PROCEDURE POLICY AND PROCEDURE

Policy

Neston Town 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.

The Council shall have a simple procedure by which members of the public who are dissatisfied with the standard of service, administration or procedures followed by the Council may oblige the Council to consider such dissatisfaction.

The procedure shall not apply to complaints

- by one council employee against another council employee, or between a council employee and the council as employer, which matters are dealt with under the council's disciplinary and grievance procedures.
- against councillors since these are covered by the Code of Conduct for Members adopted by the Council at its annual meeting and referred to the Standards Committee of Cheshire West and Chester Council.
- relating to a decision of the Council which should be referred to a member of the Council or raised at the public participation item of any Council or appropriate Council Committee.

The complaints procedure shall be reviewed by the Council Manager at least once in every Council electoral cycle.

Procedure

Complaints about the council's procedures or administration should normally be made to the Council Manager in person, by telephone, in writing to or by email.

Should a complainant not wish to refer it directly to the Council Manager, it may be made to the Chairman of the Council who will report your complaint to the next available meeting of the Council.

The addresses and numbers are set out below.

The Council Manager will normally seek to resolve a complaint immediately. If this is not possible, the Council Manager will acknowledge the complaint and set out a date by which a resolution might be achieved.

Complaints which may not be resolved directly by the Council Manger will be reported to Council which may choose to establish a working group to investigate and make recommendations to the Council. If the complaint is to be heard by Council, this fact and the anticipated date of the meeting to which the complaint is referred, shall be communicated to the complainant. Should a complaint be heard by the whole Council, there shall be no recourse to appeal against any decision made by the Council in its regard.

The Council Manager (or the Chairman of the Council if that is to whom the complaint was raised) will notify the complainant within 20 working days of the meeting of the Council, with the outcome of the Council's consideration of the complaint and of what action (if any) the Council proposes to take in response to the complaint.

If the complainant is dissatisfied with the response to the complaint, and the complaint has not been considered and ruled upon by the Council as a whole, the complainant approved at the Annual meeting of the Council 16.05.17

may appeal the decision or response to the full Council (except that - Members of any working group established to investigate the same complaint shall not be present during consideration of the matter) and shall be entitled to make a short presentation of key points to the Council members, who will have had sight of the original complaint and the response from the Working Group. Members will not discuss the complaint with the complainant but may ask for points of clarification if they feel this is necessary. Following this presentation, should the Council have resolved that the matter be discussed in the absence of the public and the press, the complainant will be invited to withdraw and will be notified by letter of the outcome.

Contacts

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