

Complaints Policy

1. Purpose

Partington Parish Council is committed to providing a high standard of service. This policy explains how complaints about the administration, procedures or services of the Council will be considered fairly, consistently and promptly.

2. Scope

This policy applies to complaints about:

- The administration of the Council.
- Failure to follow Council procedures.
- The standard of service provided by the Council.
- Delay or failure to respond to correspondence.
- Actions of the Council acting as a corporate body.

3. Matters Outside This Policy

This policy does not apply to:

- Complaints about an individual councillor's conduct (these should be referred to the Monitoring Officer at Trafford Council).
- Employment or staffing matters.
- Planning decisions made by the local planning authority.
- Freedom of Information or Data Protection requests, which have separate statutory procedures.
- Matters that are, or may become, the subject of legal proceedings.
- Complaints simply because a person disagrees with a lawful decision of the Council.

Partington Parish Council, The Community Centre, 99 Central Road, Partington, Manchester,
M31 4FL

Contacts: The Chairman: Cllr Ian Edwards

Email: cllr.ianedwards@partingtonparishcouncil.gov.uk

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Email: clerk@partingtonparishcouncil.gov.uk

Tel: 0161 912 5407

4. Informal Resolution

Where possible, concerns should first be raised with the Parish Clerk. Many issues can be resolved quickly without the need for a formal complaint.

5. Making a Formal Complaint

Complaints should be submitted in writing and should include:

- Name and contact details.
- Details of the complaint.
- Relevant dates.
- Supporting evidence where available.
- The outcome being sought.

6. Acknowledgement

The Council will normally acknowledge receipt of a complaint within five working days.

7. Investigation

The Parish Clerk will normally investigate complaints.

Where the complaint concerns the Clerk, it will be referred to the Chair of the Council.

Where the complaint concerns the Chair, it will be referred to the Vice-Chair or another appointed Member.

8. Complaint Hearing

If the complaint cannot be resolved informally, it may be considered by a panel of councillors who have had no previous involvement.

The complainant will normally:

- Receive at least seven clear working days' notice.
- Be invited to attend.
- Be entitled to be accompanied by a representative or friend.

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- Be given the opportunity to present their complaint and ask questions through the Chair.

9. Decision

The panel will decide whether the complaint is upheld, partially upheld or not upheld. A written decision explaining the reasons and any action to be taken will normally be issued within ten working days.

10. Remedies

Where appropriate the Council may:

- Apologise.
- Correct records.
- Review procedures.
- Provide further information.
- Take other reasonable action to improve services.

11. Confidentiality

Complaints will be handled confidentially where appropriate and personal data will be processed in accordance with the UK GDPR and the Data Protection Act 2018.

12. Unreasonable Behaviour

Where the behaviour of a complainant becomes unreasonable, persistent or vexatious, the Council may apply its Unreasonable, Persistent and Vexatious Complaints Policy.

13. Policy Review

This policy will be reviewed annually or sooner if legislation or recognised good practice changes.

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