

Delamere and Oakmere Parish Council
Complaints Procedure
Adopted on 19TH October 2015, confirmed on 16th May 2016,
confirmed 15th May 2017, confirmed 14th May 2018
confirmed on 20th May 2019,
Confirmed on 18th May 2020.
Confirmed 6th May 2021.
Confirmed 16th May 2022

1. Delamere and Oakmere Parish Council (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 the Council 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 complaints against Councillors in connection with the Code of Conduct adopted by the Council.
4. The appropriate time for influencing Council decision-making is by raising your concerns before the Council debates and votes on a matter. 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.
5. You may make your complaint about the Council's procedures or administration to the Clerk. You may do this by writing to or emailing the Clerk. The addresses and numbers are set out below.
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. If you do not wish to report your complaint to the Clerk, you may make your complaint directly to the Chair of the Council.
8. The Clerk and Chairman of the Parish Council, as appropriate will investigate each complaint, obtaining further information as necessary.

9. The Clerk or the Chair of the Council will 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. (In exceptional cases the twenty working days timescale may have to be extended. If it is, you will be kept informed.)
10. If you are dissatisfied with the response to your complaint, you may ask for your complaint to be referred to the full Parish Council (as appropriate) and (usually within eight weeks) you will be notified in writing of the outcome of the review of your original complaint.

Contacts

The Clerk of Delamere and Oakmere Parish Council, Mrs J Monks

Address: 9 Maori Drive
Frodsham
Cheshire
WA6 7BS

Telephone: 01928 732062

Email: clerk@delamereandoakmere.co.uk

The Chair of Delamere and Oakmere Parish Council

Councillor A Bell - 07773512441