



A Guide on How to Make Comments, Complaints and Compliments about the Parish Council.

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SECTION 1 : INTRODUCTION

Comments and Compliments

Shaw & Crompton Parish Council is committed to providing best value and the highest possible level of service to our customers. We would like to know what you think about us.

You can use the attached form to make a comment or a compliment about a service we provide or a particular Councillor or member of staff.

Alternatively you can contact us by email (clerk.shawcrompc@btconnect.com), or telephone the Council offices on 01706 847590 / 07436 229083.

If you send a compliment, we will reply and pass on your comments to the Councillor or member of staff concerned.

Complaints

Parish Councils as corporate bodies are not subject to the jurisdiction of the Local Government Ombudsman, and there are no provisions for another body to which complaints can be referred. The Council will therefore do its utmost to settle complaints and satisfy complainants in the interest of the good reputation of the Council.

We realise of course that we sometimes may get things wrong, and there may be occasions when you are unhappy with the service we provide. If, for example, you feel that:

- The council has taken too long to take action without good reason.
- The council has not followed its own policy, rules or the law
- The council has not made the decision in the correct way
- The council has broken its promise or given the wrong information
- The council or one of its staff has treated you unfairly or discourteously

Then please let us know. We will welcome any complaint as an opportunity to improve our services and, where possible, we will rectify the situation.

This document tells you how to proceed in such a case.

Complaints against Councillors

Shaw & Crompton Parish Council's complaints procedure does not cover complaints against an individual Councillor. If you wish to make a complaint about the behaviour of an individual Councillor you must contact:

Paul Entwistle (Monitoring Officer)
Director of Legal Services
Oldham Council
Civic Centre
Room 328, Level 3
West Street
Oldham OL1 1UJ

Tel: 0161 770 4822

paul.entwistle@oldham.gov.uk

The Monitoring Officer can only deal with complaints about the behaviour of a Councillor and will not deal with complaints about matters that are not covered by the Councillor's Code of Conduct. Complaints must be about a Councillors failure to follow the Code of Conduct. The Code of Conduct can be viewed on the Parish Council's website at

<https://www.shawandcromptonparishcouncil.co.uk/member-code-of-conduct/>

SECTION 2 : RAISING YOUR COMPLAINT FOR THE FIRST TIME

If you are dissatisfied in any way with something the Council has done, (or not done), get in touch with one of the following:

The Parish Clerk or The Chairman of the Parish Council.

% Shaw & Crompton Parish Council,

1 Kershaw Street East,

Shaw,

Oldham

OL2 8AB

Tel No: 01706 847590 / 07436 229083

Email: clerk.shawcrompc@btconnect.com

Website: www.shawandcromptonparishcouncil.co.uk

You can make your complaint in one of the following ways:

- By calling at the Parish Council offices

- By telephoning the Parish Council Clerk
- By writing to either the Parish Council Clerk or the Chairman of the Parish Council or the Chairman of the Resources Committee (in the case of a complaint against the Clerk).

However, if you want to make a formal complaint, you will have to complete a form. If you require assistance in completing the form, the Clerk (or the Chairman of the Resources Committee be willing to help). Please note that the Parish Council does not accept anonymous complaints.

Complaints against the Clerk

If the complaint is about the Clerk, please contact the Chairman of the Resources Committee in the first instance.

Chairman : Councillor Howard Sykes

Tel: 0161 770 4016

Email howard.sykes@oldham.gov.uk

The Chairman of the Resources Committee will acknowledge the complaint within 7 working days and undertake an investigation within 21 working days

SECTION 3 : MAKING A FORMAL COMPLAINT

Stage One

To make a formal complaint, please complete the attached form to this document, and return it either the Parish Council Clerk or the Chairman of the Parish Council (or the Chairman of the Resources Committee in the case of a complaint against the Clerk). An acknowledgement will be sent within 7 working days and a full response within 21 working days. If more time is required in order to produce a reply, a letter will be sent giving the reason for the delay, and a date by which time you can expect the matter to be resolved.

Stage Two

If, at the end of Stage One investigations into your complaint, you are still not satisfied you may ask for the complaint to be reviewed by a Committee of councillors. This is the final stage of the Council's complaints procedure. A meeting of this Committee will normally be convened within four weeks. A full report will be presented to this Committee and you will be invited to attend. If you prefer, you can be accompanied by an advisor or a friend to help you put your case forward. We will write to you to inform you of the Committee's decision within 7 working days of the meeting.

SECTION 4

SHAW & CROMPTON PARISH COUNCIL

Comments, Complaints and Compliments
about the Parish Council

Your name (Capital letters please)

.....

Yours address

.....

Post Code

Your telephone number

Home.....

Work.....

Mobile

This is a Comment Complaint Compliment (please circle the appropriate category)

Please give details

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If it is a **complaint**, what would you like the Parish Council to do to remedy this situation?

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.....
.....
Have you already contacted the Parish Council about this matter? YES/NO

(Please delete as necessary)

If the answer is “Yes”, when was this and who dealt with the matter?

.....
Your signature Date

Please return this form to:

Shaw & Crompton Parish Council,

1 Kershaw Street East,

Shaw,

Oldham OL2 8AB

Tel. 01706 847590 / 07436 229083

Email: clerk.shawcrompc@btconnect.com

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