

COMPLAINTS POLICY

1 Complaints from members of the public about Frodsham Town Council

- a. We will deal promptly with any complaints about the services we provide. We use your comments to help us improve what we do. You can make a complaint by telephone; email; letter or by visiting our offices.

Tel: 01928 735150

Email: council@frodsham.gov.uk

Address: Frodsham Town Council, Castle Park, Frodsham WA6 6SB

2. Complaints about Councillors

- a. Every Town and Parish Council must have a Code of Conduct for their Members to follow. Complaints about the conduct of Town and Parish Councillors are dealt with by Cheshire West and Chester Council (CWaC).
- b. The FTC Councillors Code of Conduct is available on the FTC website or can be viewed at the Council offices.
- c. If you want to complain about the conduct of a Frodsham Town Councillor, you must submit your complaint to the Monitoring Officer at CWaC.
- d. You may make your complaint using the Code of Conduct Complaint Form on the CWaC website. Alternatively, you may contact CWaC by e-mail or post, setting out details of your complaint and providing any evidence you have to support it.

cwacmonitoringofficer@cheshirewestandchester.gov.uk

Vanessa Whiting, Monitoring Officer, Cheshire West and Chester Borough Council, HQ, 58 Nicholas Street, Chester, CH1 2NP

More detailed information and guidance is given on the CWaC website:-

<http://www.cheshirewestandchester.gov.uk/contact-us/complaints-and-feedback/complaints-about-councillors.aspx>

3. Complaints from FTC Employees

- a. FTC Employees with a complaint about other FTC employees should follow the procedures set out in the Staff Handbook.
- b. FTC Employees with a complaint about a Councillor should follow the procedure set out in paragraph 2. They may first however seek informal resolution through the Town Clerk or the Chairman of the Policy & Process Committee.

4. Complaints from FTC Councillors

- a. FTC Councillors with a complaint about an FTC employee should follow the procedures set out in the Staff Handbook.
- b. FTC Councillors with a complaint about another Councillor should follow the procedure set out in paragraph 2. They may first however seek informal resolution through the Chairman of the Policy & Process Committee or other independent councillor.

5. Resolution of Complaints

- a. Complaints about an FTC service will be investigated by the Town Clerk and will be referred to the relevant FTC Committee for resolution.
- b. Complaints about an FTC employee will be dealt with under the Council's Disciplinary Procedure.

Councillor Judith Critchley
Policy & Process Committee
September 2016

[Note to FTC Councillors – On online system for the complaints procedure is being developed. The current policy documents on Disciplinary and Grievance procedures for FTC employees are due to be added to the Staff Handbook]