

Complaints Procedure

Creswell Parish Council

1. Purpose

This procedure sets out how Creswell Parish Council (the Council) will handle complaints in a fair, consistent, and transparent manner.

It aims to: - Resolve complaints promptly - Improve services and governance - Ensure accountability

2. Scope

This procedure applies to complaints about: - Council administration - Council services - Actions of staff

This procedure does **not** apply to: - Complaints about individual councillors (handled under the Code of Conduct via the Monitoring Officer) - Employee grievances (handled under internal HR procedures) - Freedom of Information or Subject Access Requests (handled under separate procedures)

3. Definition of a Complaint

A complaint is an expression of dissatisfaction about the Council's actions, decisions, or services.

4. How to Make a Complaint

Complaints should be made in writing (email or letter) and include: - Name and contact details - Details of the complaint - What outcome is sought

Complaints should be sent to:

Clerk to Creswell Parish Council

PO Box 8033, Rugeley, Staffordshire, WS15 9GW – 07388 326259

clerk@creswell-pc.gov.uk

5. Informal Resolution

Where possible, complaints will be resolved informally by the Clerk.

- A response will normally be provided within **10 working days**
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6. Formal Complaints Process

If the complaint cannot be resolved informally, it will be handled formally.

Stage 1 – Acknowledgement

- Acknowledged within **3 working days**

Stage 2 – Investigation

- The Clerk will investigate or appoint an appropriate person
- Relevant evidence will be reviewed

Stage 3 – Response

- A written response will be issued within **20 working days**
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7. Complaints Involving the Clerk

If the complaint is about the Clerk: - It should be sent to the Chair of the Council - The Chair will manage the process

8. Complaints Involving Councillors

Complaints about councillors must be referred to the Monitoring Officer at the relevant principal authority. <https://www.staffordbc.gov.uk/complaints-council-members>

9. Outcome of Complaints

The response will include: - Findings of the investigation - Any action taken - Any recommendations for improvement

10. Appeals / Review

If dissatisfied, the complainant may request a review within **20 working days**.

- The review will be considered by the Council or a committee

- A final decision will be issued within **20 working days**
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11. Unreasonable or Vexatious Complaints

The Council may limit contact where a complainant is: - Persistently unreasonable - Abusive or harassing

Any such decision will be documented.

12. Record Keeping

- All complaints will be logged in a Complaints Register
 - Records will be retained in line with the Council's retention policy
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13. Monitoring and Review

- Complaints will be reviewed periodically to identify trends
 - This procedure will be reviewed annually
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14. Complaints Workflow (Summary)

1. Complaint received → logged
 2. Acknowledged within 3 days
 3. Investigated
 4. Response issued within 20 days
 5. Review (if requested)
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Adopted by Creswell Parish Council on: 4th May 2026

Next Review Date: May 2027