

Shawbury Parish Council

Complaints Procedure

1. Background

Shawbury Parish Council defines a complaint as ‘an expression of dissatisfaction about the Council’s action or lack of action or about the standard of a service, whether the action was taken or the service provided by the Council itself or a person or body acting on behalf of the Council’.

Complaints can provide valuable learning points which help to improve service delivery. The Parish Council’s Complaints Procedure aims:

- To ensure that customers are treated fairly and assist them in making a complaint by being easy and straightforward to use;
- To ensure complaints will be investigated as quickly and thoroughly as possible, and in a positive, problem-solving manner;
- To ensure that the outcome and resolution of complaints will be used to monitor the Council’s performance and improve service delivery;

On the receipt of a complaint in the first instance the Parish Clerk or Chairman will make every attempt to contact the complainant to attempt to resolve the complaint informally. If this is not possible then the formal complaints procedure is outlined below.

2. Types of Complaints

a. Complaints against Councillors

All councillors sign to undertake to observe the Code of Conduct adopted by the Parish Council. A full copy of the Code of Conduct is available on the Parish Council’s website at www.Shawbury-pc.gov.uk If after studying the Code of Conduct a complainant feels a Councillor has broken any of the rules in the Code of Conduct, they should refer the complaint directly to the Monitoring Officer, Shropshire Council, The Guildhall, Shrewsbury.

b. Complaints against the Clerk:

Complaints should be in writing to the Chairman, Shawbury Parish Council, c/o Westmead, Tilley Road, Wem, SY4 5HA.

c. Other Complaints

Any other complaints should be in writing to the Parish Clerk at the above address.

3. Receipt of Complaints

All complaints must be submitted in writing.

The Council will not consider anonymous complaints therefore a name and contact address must be included with all correspondence. Complaints should include as much information as possible.

Receipt of the complaint will be acknowledged by either the Clerk or Chairman within seven working days and the complainant will be informed who will be investigating the complaint. The Council aims to be able to resolve most non-complex complaints immediately, but for more complex issues an investigation may need to be undertaken.

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On receipt of a complaint, the Clerk or the Chairman (if the complaint relates to the Clerk), will seek to settle the complaint directly with the complainant. This will not be done without first notifying any person complained about, giving them an opportunity to comment.

4. Complaint Investigation

If it has not been possible to resolve the complaint informally, the Council will form a Complaints Committee which will formally meet to investigate the complaint in more detail.

If deemed necessary at this stage the complainant may be invited to a meeting with the Complaints Committee to discuss the issues raised. If the complainant is submitting documentation or evidence for the meeting they should provide copies to the Complaints Committee at least 7 clear working days before the meeting. Similarly the Clerk will supply the complainant with copies of any Parish Council documents that are requested, provided these are documents available under the Freedom of Information Act 2000 and Data Protection Act.

The complaints committee will present the findings of investigations into complaints to the next Parish Council meeting along with any recommendations for any future service improvements identified as a result of the complaint.

Under Public Bodies (Admission to meetings) Act 1960 the Council or Committee may consider whether the circumstances warrant the matter being discussed in the absence of the press and public. In the interests of openness and accountability there must be clear relevant reasons or a request from the Complainant for the matter to be held without the presence of the press or public. The decision of the Council or Committee, however, will be made public at the end of the meeting.

Investigations will be dealt with as quickly as possible and under normal circumstances the complainant should receive a written response within 20 working days however in the case of complex complaints if it is not possible to meet this timescale the complainant will be informed.

It should be noted that currently the Local Government Ombudsman has no jurisdiction over Parish and Parish Councils.

5. Unreasonable and Persistent Complainants

From time to time the Parish Council receives complaints from members of the public. In the event that a complainant begins to make frequent contact with the Parish Clerk and hinders the normal day to day running of the Parish Council, the Council will implement a policy for dealing with frequent or vexatious complainants, since such complaints can be time consuming and could lead to unnecessary additional cost to the Council tax payer.

The Parish Council's policy for dealing with unreasonable and persistent complainants will become operative if the complainant is deemed to be unreasonably persistent.

6. Policy for dealing with unreasonable and persistent complainants

A vexatious complainant will be notified that the Council's Policy for dealing with unreasonable and persistent complaints is to be enforced, together with the reason why.

The complainant will then be asked to adopt one or all of the following procedures

- To contact the Parish Council in a particular form (for example, letters only);

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- To only contact Council Staff with a Councillor present;
- To only telephone the Council on specified days and times;
- To enter into an agreement about future contact with the Parish Council.

The Council will decide how long it will spend on any one complaint and whether it feels the complaint has been sufficiently dealt with. In all cases where a complainant is deemed to be unreasonable and persistent, the Council will write to the complainant to justify its course of action and explain for how long it will be operative.

The complainant may challenge the Council's decision, although proof that the complaint has not been sufficiently dealt with will be required. However, if deemed to be a fair challenge the Council will conduct a review of the complaint and will reconsider whether the complaint should still be treated as unreasonable and/or vexatious.

Adopted	February 2026
Review Frequency	Annually
Next Review due	May 2026