

Chelmarsh Parish Council

Complaints Procedure

1. Introduction

Chelmarsh Parish 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 we shall try to resolve your complaint.

This Complaints Procedure applies to complaints about council administration and procedures and may include complaints about how council employees have dealt with your concerns and complaints about how your personal data has been handled.

This Complaints Procedure does not apply to:

- complaints between a council employee and the council as employer. These matters are dealt with under the council's disciplinary and grievance procedures.
- Matters of financial irregularity the complaint should be referred in writing to the external auditor (as set out under section 27 of the Local Audit and Accountability Act 2014 and the Accounts and Audit Regulations 2015). The clerk will provide contact details.
- complaints against councillors. Complaints against councillors are covered by the Code of Conduct for Members adopted by the Council. If a complaint against a councillor is received by the council, it will be referred to the Standards Committee of Shropshire Council. Further information on the process of dealing with complaints against councillors may be obtained from the Monitoring Officer of Shropshire Council.

2. Making a Complaint

Complaints must be submitted in writing outlining the nature of the complaint. Please indicate if you wish your complaint to be handled confidentially.

Complaints should be submitted to the Clerk:
Gillian Bailey
clerk@chelmarshparishcouncil.gov.uk

If this is not possible or if the complaint involves the Clerk, complaints may be submitted to the Chair:
Richard Woods
Rjwoods98@aol.com

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3. **Receipt of Complaint**

Complaints will be acknowledged, in writing within **5 working days**; confirming that the complaint will be treated confidentially and the next steps in the procedure

4. **Resolution**

Stage 1

Every effort will be made to resolve complaints quickly and to the complainant's satisfaction.

A decision will be provided to the complainant within a further **5 working days** unless there are exceptional circumstances.

The Clerk will report to the next meeting of the Council that a complaint has been received and resolved.

Stage 2

If the complainant is not satisfied with the stage 1 outcome, the clerk or chair will acknowledge the complainants remaining concerns within **5 working days** and confirm the next steps in the procedure and timescales.

The clerk or chair as appropriate will investigate the facts of the complaint. The complainant may be invited to a meeting to discuss the complaint.

The complaint will be reported to the next meeting of the Council. This will be considered within a closed session of the meeting, after the exclusion of press and public (Public Bodies (Admissions to Meetings) Act 1960).

If the complaint is about the Clerk and is upheld, the Disciplinary and Grievance procedure will be followed.

5. **Decision**

The council will write to the complainant within **20 days** to confirm whether or not their complaint has been upheld, giving reasons for its decision together with details of any further action to be taken if appropriate, and the appeal process.

6. **Appeal**

If a complainant is still not satisfied with the outcome of their complaint they may appeal. The appeal will be considered at the next meeting of the Council who may set up an Appeals Panel consisting of Councillors not involved in the original determination of the complaint. The decision of the Appeals Panel will be final.

7. **Conclusion**

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Following the conclusion of the complaints procedure the Council should consider if there are any actions or improvements it should make as a result of the matters raised.

8. Data Protection

Your personal information will be held in accordance with our privacy policy which is attached at appendix one.

This policy was approved 28th July 2026. Review 2028.

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Appendix One

Complaints Procedure Privacy Policy

Your personal information is being processed by Chelmarsh Parish Council. We are committed to managing personal information in line with current legislation and best practice. Whenever you provide personal information, we will treat information in accordance with our privacy policy.

Description of processing

The following is a broad description of the way this council processes personal information:

Reasons for processing information

We process personal information to enable us to deal with your complaint.

Type of information processed

We process information relating to the above purposes. This information may include personal details- such as name, address and contact details.

Who the information is processed about

We process information regarding the person making the complaint.

Who the information may be shared with

We may share this information with committees or individuals involved in the investigation of your complaint. We will not share information with any third parties.

Retention policy

Retention Period	All information below will be kept whilst we are dealing with your complaint.
Where stored:	Electronic, paper
Authority:	Chelmarsh Parish Council
Information Asset Owner:	Chelmarsh Parish Council
Location Held:	Electronically and Secure File
Permanent Preservation:	No
Sensitive Personal Data:	Yes

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Rights of Data Subjects

The right to be informed	Data subjects should be clear about what, why and in what way, Personal Identifiable Information (PII) will be processed.
The right of access	Data subjects have the right to learn what PII is held on them by whom and why
The right of rectification	Data subjects can request corrections to their PII
The right to erase	Data subjects can request to be forgotten
The right to restrict processing	Data subjects can ask organisation to stop processing their PII
The right to data portability	Data subjects can ask for their PII in machine readable format or to have it sent to another organisation
The right to object	Data subjects can object to organisation processing their PII
Automated decision making and profiling	Protection against targeted marketing and decision making

If you wish to require more information regarding rights, you can do this by consulting the Information Commissioners Office (ICO) website. <https://ico.org.uk/>

Please sign and date below to confirm you understand and agree with our privacy policy.

Signature:

Date: