

## **Caldbeck Parish Council Complaints Procedure**

In October 2014 the Parish Council decided not to adopt generic complaints procedures as they seemed overly bureaucratic and instead the Parish Council seeks to find solutions that can quickly be put in place.

Complaints can be made to the Clerk or any Parish Councillor who will pass the complaint to the Clerk.

In the event of any complaint the Clerk will offer to arrange a meeting between the complainant and two Parish Councillors, with the Clerk also attending, to see if the complaint can be resolved and a way forward agreed. The Clerk will make a note of the meeting and decisions reached.

Should a resolution not be found at the first meeting, the complainant would be invited to present the complaint and any concerns to the next full meeting of the Parish Council. At that meeting the aim would again be to see if the complaint can be resolved. The discussion would be minuted as part of the Parish Council's minutes.

District Councils provide an umbrella for their parish councils and it is therefore open for complainants to raise concerns with Allerdale Borough Council where there is a mechanism for making a complaint to the Standards Committee.

<https://www.allerdale.gov.uk/en/council-and-democracy/councillor-code-conduct-and-standards/>

There is no appeal to the Local Government Ombudsman as the Ombudsman has no remit for parish councils, either complaints against parish council or complaints made by parish councils against other councils.

**Approved by the Parish Council on 25 March 2019.**