

# HOPE WITH ASTON PARISH COUNCIL

## Complaints Procedure

### Reviewed and Adopted:

**Date: 8<sup>th</sup> September 2025**

**Parish Council Minute: 082/25.3**

### Introduction

Hope with Aston 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.

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.
- complaints against councillors. These are covered by the Code of Conduct adopted by the Council and should be referred to the Monitoring Officer of High Peak Borough Council. Further information on the process of dealing with complaints against councillors may be obtained from the Monitoring Officer.

### How to make a complaint

The appropriate time for influencing Council decision-making is by raising your concerns before the Council debates and votes on a matter. You may do this by writing to the Clerk in advance of the meeting at which the item is to be discussed. There may also be the opportunity to raise your concerns in the public participation section of Council meetings.

If you are unhappy with a Council decision, you may raise your concerns with the Council, but Standing Orders prevent the Council from re-opening issues for six months from the date of the decision, unless there are exceptional grounds to consider this necessary and the special process set out in the Standing Orders is followed.

1. You may make your complaint about the council's procedures or administration to the Clerk. You may do this in person, by phone, or by writing to or emailing the Clerk. The contact details are set out on page 2.
2. Wherever possible, the Clerk will try to resolve your complaint immediately. If this is not possible, the Clerk will normally try to acknowledge your complaint within five working days.

3. If you do not wish to report your complaint to the Clerk, you may make your complaint directly to the Chair of the Council who will report your complaint to one other appropriate councillor.
4. The Clerk or Chair (as appropriate) will investigate the complaint, obtaining further information as necessary from you and/or from members of the Council.
5. The Clerk or Chair will notify you within 20 working days of the outcome of your complaint and of what action (if any) the Council proposes to take as a result of your complaint. In exceptional cases the twenty working days timescale may have to be extended. If it is, you will be kept informed.
6. If you are dissatisfied with the response to your complaint, you may ask for your complaint to be referred to the full Council and (usually within eight weeks) you will be notified in writing of the outcome of the review of your original complaint.

### **Contacts**

#### **Clerk:**

Alison Wheeler

Email: [clerk@hopewithastonparishcouncil.co.uk](mailto:clerk@hopewithastonparishcouncil.co.uk)

Telephone: 07958714013

Address:

PO Box 864

Hope Valley

S40 9WP

#### **Chair:**

Chris Perkins

In the event of wishing to address a complaint to the Chair instead of the Clerk please email or call the Clerk with a request that your details be passed onto the Chair. It is not necessary in this communication to detail why you are requesting contact with the Chair. Your details will then be forwarded to the Chair.