

# CASTLE SOWERBY PARISH COUNCIL

## COMPLAINTS PROCEDURE

<b>Document history</b>		
<b>Note of changes</b>	<b>Version number</b>	<b>Date of approval and adoption</b>
Approved & adopted	1	26 March 2026
Reviewed		

<b>Review sheet</b>		
<b>Each entry in the table below summarises the changes to this Policy and procedures made since the last review (if any)</b>		
<b>Version Number</b>	<b>Version Description</b>	<b>Date of Revision</b>
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## Castle Sowerby Parish Council Complaints Procedure

1. Castle Sowerby Parish Council is committed to providing a quality service for the benefit of the people who live or work in this 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.
2. This Complaints Procedure applies to complaints about council administration and procedures and may include complaints about how council employees have dealt with your concerns.
3. This Complaints Procedure does not apply to:
  - 3.1. complaints by one council employee against another council employee, or between a council employee and the council employer. These matters are dealt with under the council's disciplinary and grievance procedures.
  - 3.2. Complaints against councillors are covered by the Code of Conduct for Members adopted by the Council on 4 December 2025 and, if a complaint against a councillor is received by the council, it will be referred to the Standards Committee of Westmorland and Furness Council. Further information on the process of dealing with complaints against councillors may be obtained from the Monitoring Officer of Westmorland and Furness Council.
4. 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 Council 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.
5. 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 addresses and numbers are set out below.
6. 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.
7. 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 the Council.
8. The Clerk of the Council or the Council will investigate each complaint, obtaining further information as necessary from you and/or from staff or members of the Council.
9. The Clerk or the Chair of the Council will notify you within 30 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 thirty working days timescale may have to be extended. If it is, you will be kept informed.)
10. As soon as possible after the decision has been made it and the nature of any action to be taken shall be communicated in writing to the complainant.

11. The Council shall defer dealing with any written complaint only if it is of the opinion that issues of law or practise arise on which advice is necessary. The complaint shall be dealt with at the next meeting after advice has been received.
12. Complaints regarding the Data Protection, concerns should be made to the Clerk of Castle Sowerby Parish Council in writing or by e-mail.
13. Depending on the nature of the complaint the complainant may be required to provide proof of identity.
14. If the complainant is not satisfied with the solution offered by Castle Sowerby Parish Council, then the complainant can take the complaint regarding Data Protection directly to the Information Commissions office, <https://ico.org.uk/concerns/handling/> or write to Information Commissioners Office, Wycliffe House, Water lane, Wilmslow, Cheshire SK9 5AF.

## Contacts

The Clerk of Castle Sowerby Parish Council: Ms J Cornah Wade

Address: Eriskay Cottage, Bromfield, Wigton, CA7 3NB

Telephone:

Email [clerk@castlesowerby-pc.gov.uk](mailto:clerk@castlesowerby-pc.gov.uk)

The Chair of Castle Sowerby Parish Council: Councillor Philippa Groves

Address: Wellfoot, Hill House, Hesket Newmarket Wigton CA7 8HT

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