



September 2026

Complaints Policy

Procedure for External Complaints



LATHOM SOUTH PARISH COUNCIL

Lathom South Parish Council Complaints Policy

1. Purpose

Lathom South Parish Council is committed to providing a high standard of service to residents and visitors. We welcome feedback and aim to resolve complaints fairly, consistently and promptly.

2. What is a Complaint?

A complaint is an expression of dissatisfaction about the Council's administration, procedures, actions or the standard of service provided by the Council or its employees.

3. Scope

This policy applies to complaints about:

- the council's service, administration, or procedures;
- the conduct of the council as an organization;
- service failures or poor communication;
- issues that do not fall under a separate statutory complaints process;

4. Matters Not Covered

This policy does not cover:

- Councillor Code of Conduct complaints;
- employment matters;
- disagreement with decisions without maladministration;
- matters that are subject to legal proceedings;
- Freedom of Information/Environmental Information Regulations or data protection requests;
- Planning authority decisions;
- complaints handled by another authority or under a different procedure.

5. Making a Complaint

Complaints should normally be made in writing to the Clerk, including contact details, complaint details and desired outcome. Anonymous complaints are generally not investigated. Complaints should normally be made within 12 months.

6. Complaints About the Clerk

Complaints about the Clerk should be addressed to the Chairman.

7. Initial Resolution

The Council will seek to resolve concerns informally where possible.

8. Formal Complaints Procedure

Stage 1: acknowledgement within 5 working days and response normally within 20 working days.

Stage 2: review by the Council if requested within 20 working days. The Council's decision is final.

9. Unreasonable or vexatious complaints

The council may apply restrictions where a complainant's behaviour is abusive, persistent, or vexatious. Any such decision will be taken fairly and proportionately.

10. Confidentiality

Complaints will be handled confidentially in accordance with data protection legislation.

11. Record Keeping

A confidential record will be maintained in accordance with the Retention Policy.

12. Review

Review every three years or sooner if required.

This policy was formally adopted by Lathom South Parish Council on 2 September 2026.