

**CLAYTON-LE-WOODS PARISH COUNCIL**

**MINUTES OF THE APPEAL PANEL MEETING  
AT THE PARISH COUNCIL COMMUNITY MEETING ROOMS/OFFICE, 239A  
PRESTON ROAD, CLAYTON LE WOODS, CHORLEY, PR6 7PY ON MONDAY  
15<sup>TH</sup> AUGUST 2022 AT 7.00PM**

**PRESENT:** Councillor Mr S Maddock  
Councillor Mr N Whitham  
Councillor Mrs G Ormston

**In Attendance:** Mrs L Gallagher (Admin Assistant/AA)

**ACTION**

**WELCOME**

All the participants were welcomed to the meeting.

**0101 ELECTION OF CHAIRPERSON OF THE APPEAL**

It was proposed to accept Cllr S Maddock as Chairman for the meeting. It was RESOLVED that Cllr S Maddock would be Chairman for the appeals panel.

**0102 INTRODUCTION TO THE APPEALS PROCESS**

The appeals panel members had been sent the Complaints Policy prior to the meeting by the AA.

The AA confirmed with all members that they had read through and understood the Policy. This was confirmed by all 3 members of the panel.

The AA read out to the members the section from the Complaints Policy regarding the Appeals Process.

The AA reiterated that as per the Complaints Policy the purpose of the appeal was not to examine the outcome of the complaint but to examine whether the members agree that the Complaints Policy had been followed correctly

**0103 REVIEW OF COMPLAINT HANDLING**

The AA had sent a timeline produced by the Clerk to all members prior to the meeting. This included each stage of the complaints process, the timescale in the Policy and the actual timescale followed for this complaint.

**Chairman's Signature**.....



The AA checked all members had read and understood this prior to the meeting. All members confirmed that they had done this and understood the document.

**0104 APPEAL DECISION AND FINDINGS**

The AA had sent out the appeal letter from the complainant prior to the meeting. The AA confirmed with all members they had read this, and all members confirmed they had.

The panel discussed that one part of the complaints process was not followed, that of acknowledging the complaint within 3 working days.

The AA advised that the Clerk is aware she did not follow the process and apologised to the complainant during the Complaints Meeting held on Monday 11<sup>th</sup> July.

The members stated that they did not believe that as a result of the complaint not being acknowledged within the timescale, that the outcome of the complaint had been affected.

The members stated that all other parts of the process had been followed within Complaint Policy timescales.

Members stated they thought 3 working days to acknowledge a written complaint was too short a timescale considering both staff members are only part time and that they believe the Policy needs reviewing by the Parish Council as a whole.

The AA confirmed she would add a Complaints Policy review to the agenda for the next Full Parish Council meeting in September.

AA

The members RESOLVED to uphold the appeal from Mr David Lees on grounds that the original formal complaint was not acknowledged within the 3 working days timescale.

This will be referred to the Council to review the response timescales as detailed in the Policy and the Complaint Policy as a whole.

The AA confirmed she would draft a letter to provide the Appeals Panel findings to the complainant and will post 1<sup>st</sup> class to ensure the complainant receives the letter before the end of the 35 days' timescale as per the Complaints Policy.

AA

Chairman's Signature.....



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The AA advised the members that two other letters had been received from the complainant in the last 2 and a half weeks totalling three including the appeals letter.

The first letter was from the complainant addressed to Cllr Edwards-Williams and this had been sent to her via email and it had been agreed she could not respond until the Complaints/Appeals Process had been completed.

The second letter was a letter from the complainant stating he had not received an acknowledgement to his appeal letter within 3 working days.

The letter was dated 28<sup>th</sup> July and the Clerk and Admin Assistant were on annual leave due to return Monday 8<sup>th</sup> August. As the AA broke her elbow, she was unable to drive and collect the post until the evening of Wednesday 10<sup>th</sup> August and she sent out an acknowledgement by 2<sup>nd</sup> class post on Thursday 11<sup>th</sup> August. The Clerk is currently on sick leave. An acknowledgement was sent out as quickly as possible.

The members noted that the Complaints Policy did not state the appeal letter had to be acknowledged or any timescales for this and that the complainant does not need to be notified of the date of the Appeals Panel meeting as in his letter. The Complaints Policy states that the Appeal Panel must meet within 21 days of the date of the Appeal Letter (by Thursday 18<sup>th</sup> August) and that the outcome must be sent by letter to the complainant within 35 days (Thursday 1<sup>st</sup> September)

The AA advised an email has been received by Mr Philip Sunley regarding the condition of the green and a reply was sent back confirming the correspondence would be discussed at the next FPC in September.

Cllr G Ormston suggested that 2 separate letters be sent to the complainant. One with the appeal outcome and one replying to extra queries relating to the complaint in the appeals letter received. It was RESOLVED by members to action this. The AA will draft both letters and send through to members prior to posting.

AA

**0105 END OF MEETING**

The Chairman thanked all members for attending.

Chairman's Signature.....



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Chairman's Signature.....