# Castle Bromwich Parish Council

Council Office, Arden Hall, Water Orton Road,
Castle Bromwich, Solihull, B36 9PB
**0121 747 6503**
counciloffice@castlebromwichpc.gov.uk
www.castlebromwichpc.gov.uk



**Chairman:** Cllr. P Allen, **Vice-Chairman:** Cllr. S Beechey
Cllr. K Ahmed, Cllr. A Haywood, Cllr. J Macdonald, Cllr. D Pearce, Cllr. I Roden, Cllr. J Riordan, Cllr. S Temperton, Cllr. J Ward + 5 vacancies


## MINUTES OF THE FULL COUNCIL MEETING

### HELD AT THE PAVILION, ARDEN HALL WEDNESDAY 29TH APRIL 2026 AT 7:00PM

| | |
|---|---|
| Members Present: | Cllr. P Allen (Chair), Cllr. K Ahmed, Cllr. A Haywood, Cllr. J MacDonald, Cllr. D Pearce & Cllr. I Roden. |
| Guests in Attendance: | SMBC Cllr. Martin McCarthy, SMBC Cllr. Leslie Kaye |
| Public in Attendance: | One |
| Officers in Attendance: | Clerk: Gemma Burgess (minute-taker) |

Action

C26-046 **Welcome:** Cllr. P Allen welcomed all to the meeting

C26-047 **Apologies for Absence**: Long-term apologies from Cllr. S Temperton due to a family commitment were received and noted. Apologies were also noted from Cllr. S Beechey, Cllr. J Riordan and Cllr. J Ward.

C26-048 **Declarations of Interests & Dispensations:** None relevant to agenda items.

C26-049 **Public Question Time:**
A resident spoke to say that the Traffic Regulation Order on Hurst Lane/Springfield/Marlborough appears to be working but that it needs to be spread to the area surrounding St Mary & St Margaret's school where the parking is awful. The issue of dog poo on the paths leading to the school was also raised.
It was noted that a signage has been erected at the former Crouch Menswear Shop at 269 Chester Road but no planning or licensing application has been received.
Cllr. Martin McCarthy reported that the Water Orton Service Rd is still dangerous and that more safety measures are needed.
The Clerk was directed to contact SMBC regarding TROs, dog poo stencil and Water Orton Rd. 1. 2.

C26-050 **Minutes:**
**RESOLVED:** The minutes of the Parish Council meeting held on Wednesday 25th March 2026 were agreed as a true record of the meeting by those who had been present.

C26-051 **Easement:** The deeds of easements at 37-38 The Green relating to gas, electricity and water supply were considered. The easement had been advertised with no response.

**RESOLVED:**

- That the parish council seal, witnessed by two parish councillors, be affixed to the following Deeds of Easement at 37-38 The Green in consideration of the sum of £37,500.

  **2026/1** ESP Electricity Limited – Deed of Grant of easements for underground electric lines and ducts.

  **2026/2** E.S. Pipelines Limited – Deed of Grant of easements for underground pipelines.

  **2026/3** Auxilio Holding Limited – Deed of Easement relating to right of way over land and laying of underground service media.
- That an agreement be entered into with Severn Trent Water Limited, Fulcrum, Auxilio Holdings Limited and Castle Bromwich Parish Council for self-laying of service pipes and connections to a water main vested at 37-38 The Green.

C26-052 **Finance and General Purposes Committee**:

a. The recommendation made by Leisure Services Committee to revisit a decision made on incomplete information was considered.

   **RESOLVED:** That, subject to Standing Order 7, and the recommendation from the Leisure Services Committee, the decision made at F26-022d be revisited.

b. **Phone & Internet Supplier:** Two options for a 5-year contract covering phone and internet were considered.

   **Specification:**

   4 office phones (2 in Council Office, 2 in Arden Hall)
   3 cordless handsets (Both bars and Pavilion)
   Pavilion Internet (as current) Sogea 80/20
   Arden Hall Internet (upgrade to) Fttp 330/115 Unlimited full fibre
   4 SIP trunks, standard calls inclusive.
   Including labour, hardware, hosting, licensing and on-going support.

| | Monthly | One-Off | Equivalent over 60m | Total cost of 60m contract |
|---|---|---|---|---|
| **Option A** | £137.20 | £850.60 | £151.38 | £9082.80 |
| **Option B** | £142.50 | £903.00 | £157.55 | £9453.00 |

   **RESOLVED:** That Option A (Leap IT and current IT support) be instructed to supply phone and internet services as above from DS 4422 IT budget.

c. **Intercom System on Arden Hall:** Two options for a UniFi intercom system on the rear door of Arden Hall were considered: The price as well as the continuity of support and size of business was also considered.

| | Monthly |
|---|---|
| **Option A** | £1728.40 |
| **Option B** | £2066.84 |

   **RESOLVED:** That Option B (Leap IT, current IT Support and network management) be instructed to install and manage the intercom system from AH4175 AH CCTV & security budget.

d. The annual price increases on mobile phone contracts from Three were noted.

e. **Insurance:** The renewal cost for insurance of £7,745.09 on a 3-year LTA (including some revisions according to asset register was considered.

   **RESOLVED:**

   - That the following budget virements be made:

| | FROM | | | | | TO | | | | |
|---|---|---|---|---|---|---|---|---|---|---|
| AMOUNT | | | | OLD BUDGET | REVISED BUDGET | | | | OLD BUDGET | REVISED BUDGET |
| £46.00 | DS | 4999 | Contingency | 20000 | 19954 | DS | 4130 | Insurance | 1100 | 1146 |
| £500.00 | DS | 4999 | Contingency | 19954 | 19454 | AH | 4130 | Insurance | 3800 | 4300 |
| £500.00 | DS | 4999 | Contingency | 19454 | 18954 | OSP | 4130 | Insurance | 1800 | 2300 |

   - That the insurance policy be renewed with Zurich Insurance at a cost of £7,745.09 on a 3-year LTA from the 4130 Insurance budgets.

f. Payment run 2026-04-30 was considered.
**RESOLVED:** That payment run 2026-04-30 be approved including renewal of WALC/NALC subscription. (att pp6-7)

g. The Q4 Internal Control Check was noted (attached at pp8-10).

h. **Planning & Licensing:**

i. Approval of PL/2025/01837/PPFL at 133 Chester Road B36 0AE by SMBC was noted.

ii. The following comments made under delegated authority were noted.

| **Reference** | | **Address** | **Proposal** |
|---|---|---|---|
| PL/2026/00190/ MINFHO | 338 Chester Road Solihull B36 0LD | Part-retrospective consent for a single-storey rear extension, and proposed consent for a first-floor rear extension, garage conversion and new rear outbuilding. | No objection, subject to neighbours' comment and compliance with regulations. |
| PL/2026/00543/ MINFHO | 13 Rectory Lane Castle Bromwich Solihull B36 9DH | Two storey rear extension, alterations to front elevation including installation of new windows and dormer windows. | Castle Bromwich Parish Council supports the objections of residents and the Heritage Officer, plans should be revised to ensure the character of the Castle Bromwich Conservation Area is preserved and that neighbours are not overlooked. |
| PL/2026/00375/ MINFHO | 11 Oaston Road Castle Bromwich Solihull B36 0EA | First floor side extension. | Castle Bromwich Parish Council supports the objections of the community that 2-storey height extensions are negatively impacting the street-scene and changing the character of Castle Bromwich.<br><br>This proposed first floor extension would be a harmful addition the streetscene, creating an unacceptable terracing effect which would erode the character and appearance of the area and conflicts with Policy P15(i) of the Solihull Local Plan, House Extension Guidelines SPD 2010 and the principle of good design as set out in the NPPF. |

iii. The following comments were approved:

| Reference | Address | Proposal |
|---|---|---|
| PL/2026/00727/TPO | 2 Marlborough Court<br>Marlborough Road<br>Castle Bromwich<br>Solihull B36 0EH | Fell leaved lime tree (tilia platyphyllos). |
| It was noted that the protected tree was in existence prior to the construction of this house. Subject to tree officer's comment. | | |
| PL/2026/00687/PPFL | 138 Chester Road<br>Solihull B36 0AG | Change of use of dwelling to residential children's home (C2). |
| The Parish Council does not have its own objection to this change of use, though the changes to the layout of the property do not suit 4 children plus 2 staff sleeping over. The provision of bathrooms/bedrooms appears to have been done to maximise the number of children without adequate regard for their privacy or facility. Being situated next door to a public house may not be suitable for vulnerable children and young adults. This application should be subject to neighbours' comments and compliance with regulations. | | |
| PL/2026/00090/MINFHO | 91 Chestnut Drive<br>Castle Bromwich<br>Solihull B36 9BH | Proposed single storey rear and side extension. |
| Consideration deferred to FGP meeting. | | |

C26-053 **Leisure Services Committee:**

a. The minutes of the meeting held on 8th April 2026 were noted.
b. **Castle Bromwich Cricket and Sports Club:** The response from the Chairman, acknowledging the breach made by playing darts in the Pavilion Function Room and a commitment to repairing damage and future compliance with the agreement was noted. Councillors were invited to attend Friday cricket training which was very successful on its opening night.
c. **26-27 Football teams:** The Clerk updated the council that CB Lions FC looks set to grow teams and will be returning to Arden Hall playing fields next season. Another club may also play here.
d. **Outdoor Gym:** Works are now finished and the opening will be held on Tuesday 5th May at 12:15pm. The Clerk has arranged this time to coincide with hirer sessions at Arden Hall that may benefit from the equipment but understood it would clash with councillors' work commitments.

C26-054 **Staffing Committee:**

a. The minutes of the meeting held on 16th April were noted.
b. Details of the Health Assured Wisdom Super Care Plan were considered. It was agreed that the additional support package for staff should be considered by the committee in detail.

C26-055 **Council Office:**

a. The Clerk reported that the AGAR is ready to be signed off with a very positive report from the internal auditor but the intermediate audit additional information request had not yet been received from the External Auditor.
b. Complaints Policy: Revisions to the policy were considered.
**RESOLVED:** That the Complaints Policy be adopted. (att pp11-15)
c. The letter of thanks from Troop Aid on receipt of £100 from the Chair's Charity Fund was noted.

d. **Correspondence with Residents:**

- A resident has raised concerns about dogs not being on leads in public spaces or being on long leads which do not ensure dogs are under control. Dog attacks and other antisocial behaviour was discussed. The Clerk will report back on enquiries with MP Liam Byrne's office about a government response and SMBC.
- A resident has raised concerns about wheelie bins blocking pavements due to not being returned to properties after collection. The Clerk was directed to create a social media post about being a good neighbour. It was also noted that persistent offenders should be reported to SMBC for enforcement.

C26-056 **Confidential Matters:**

**RESOLVED:** To close the meeting to members of the public via the Public Bodies (Admission to Meetings) Act 1960, to allow for discussion of confidential matters, publicity of which would be prejudicial to the public interest.

**a.** Further correspondence relating to the appeal of a penalty charge was considered. The additional concerns raised relate to the hirer's behaviour and it was agreed that staff had acted appropriately.

**RESOLVED:** That the Council's decision on the appeal was final.

C26-057 **Councillors' reports:**

- Cllr. J MacDonald reported that the Solihull Area Meeting for May had been cancelled; the next one is scheduled for July.
- Cllr. I Roden would like to be involved with considering the EAP offering to staff.
- Cllr. A Haywood will be attending a Thomas Dole meeting on 14th May.

C26-058 **Action Log:** Updates were given:

| | |
|---|---|
| * Signage (all areas) | Clerk |
| * Flag Flying Policy | Clerk |
| * Staff Handbook | Clerk |
| * Website updated with events | Clerk/CFO |
| * Dog Responsibilities – signage | Clerk |
| * CBC&SC Dartboard proposal in June | Clerk |
| * Toilet Facilities | Clerk/WP |
| 1. TRO around St M&Ms school | Clerk |
| 2. Dog poo stencil | Clerk |

C26-059 **Meeting Schedule:** Upcoming meetings:

(7pm unless specified)

| | |
|---|---|
| Full Council (Pavilion) | 27th May, 24th Jun, 29th Jul |
| Leisure Services Committee (Lounge) | 10th Jun, *9th Sep*, 14th Oct |
| Finance and General Purposes Committee (Lounge) | 13th May, 15th Jul, 16th Sep |
| Staffing Committee: (Council Office 3pm) | 9th Jul, 22nd Oct |
| Civic Service (6:30pm St M&M's Church) | 7th Jun |
| Party in the Park (12-5) | 27th Jun |

**This meeting ended at 8:20pm.**

.....

Signed as a true record of the business transacted
Chairman Castle Bromwich Parish Council

.....

Dated

# Castle Bromwich Parish Council

# Expenditure transactions - approval list

**Start of year 01/04/26**

Payment Run 2026-04-29

| No | Payment Reference | Gross | Vat | Net | Invoice date | Details | Payment Reference Total |
|---|---|---|---|---|---|---|---|
| 5048 | ACRRUAL BACS | £240.00 | £0.00 | £240.00 | 31/03/26 | A & R Venue Ltd - 2no Agency staff for 6 hours for Bar Services on Sat 28th March 2026 - 6:15pm - 12:15am Beatles Tribute Night | £240.00 |
| 5069 | | £468.00 | £78.00 | £390.00 | 09/04/26 | Npower - 1/2 hourly meter contract charges MOP, DC/DA & analytics (60M) | |
| 5100 | | £72.98 | £10.92 | £62.06 | 15/04/26 | Morrisons - EXP DFH: Bar purchases | |
| 5101 | | £72.85 | £3.47 | £69.38 | 15/04/26 | ESPO - Gas Supply @ Council Office 28/02/26-31/03/26 | |
| 5102 | | £213.26 | £10.16 | £203.10 | 15/04/26 | ESPO - Gas Supply @ Arden Hall 28/02/26-31/03/26 | |
| 5103 | | £632.53 | £105.43 | £527.10 | 07/04/26 | Horizon Soft Drinks Ltd - Bar order for delivery for 10th April | |
| 5117 | | £50.00 | £0.00 | £50.00 | 20/04/26 | Mr N D Thomas (Window Cleaner) - Window Cleaning April | |
| 5118 | | £791.20 | £0.00 | £791.20 | 18/04/26 | DKE Audit Services - Internal Audit | |
| 5119 | | £889.05 | £148.17 | £740.88 | 13/04/26 | Horizon Soft Drinks Ltd - Bar Order- 17/04/26 | |
| 5134 | | £240.00 | £0.00 | £240.00 | 01/04/26 | A & R Venue Ltd - 2no Agency staff for 6 hours for Bar Services on Sat 18th April 2026 - 6:15pm - 12:15am Soul & MotownTribute Night & reset | |
| 5135 | | £120.00 | £0.00 | £120.00 | 01/04/26 | A & R Venue Ltd - 1 no Agency staff for 6 hours for Bar Services on Fri 17th April 2026 - 6:00pm - 12am Soul & MotownTribute Night & reset | |
| 5136 | | £300.00 | £50.00 | £250.00 | 23/04/26 | Fairways Contracting Ltd - Removal of fallen branch at Village Green | |

Signature GM Burgess

Date 24/04/26

Signature P.S. Cl

29.4.2026.

# Castle Bromwich Parish Council

# Expenditure transactions - approval list

**Start of year 01/04/26**

Payment Run 2026-04-29

| No | Payment Reference | Gross | Vat | Net | Invoice date | Details | Payment Reference Total |
|---|---|---|---|---|---|---|---|
| 5137 | | £420.00 | £70.00 | £350.00 | 06/04/26 | Cameron Maintenance Services Ltd - Replace existing downpipe pipe with new.<br>Make water tight seal<br>Remove all debris from site<br>1 year guarantee | |
| 5138 | | £210.00 | £35.00 | £175.00 | 10/04/26 | Cameron Maintenance Services Ltd - Grind and rake out the internal corner mortar joint below the downpipe<br>Supply and fit a sika silicone flexible | |
| 5139 | | £1,615.60 | £139.60 | £1,476.00 | 01/04/26 | Warwickshire and West Midlands Association of Local Councils - 26-27 Subs | |
| **Total** | | £6,335.47 | £650.75 | £5,684.72 | | | |

Signature GMBurgess

Date 24/04/26

Signature P.S.C

29.4.2026

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# Quarterly Internal Control Check List

Councillors 1 S. BRECHER 2 _____ 3 _____

Date 23/04/26 Q4 25-26

| Documents | YES | NO | N/A | Actions/Issues/Comments |
|---|---|---|---|---|
| **Arden Hall Finance Controls** | | | | |
| Hall Record of Income sheets checked against booking system. | ✓ | | | Record of payments viewed + noted cross reference for confirmation. |
| Aged Debtors report up to date with relevant details e.g dates of future events or emails of correspondence. | ✓ | | | None at year end |
| Petty Cash transactions – receipts & report in line with Council Policy | ✓ | | | Seen how recorded + noted. |
| Refundable Deposits – clear audit trail and up-to-date | ✓ | | | All refunded except some regular bookings which are no issue. |
| **Bar Finance Controls** | | | | |
| Bar Record of Income sheets checked against till receipts/bar trading analyse | ✓ | | | 2p discrepancy in Feb + 1p in March which shows running well. |
| Stock take | ✓ | | | completed but not seen by LSC yet, 100% |
| **Council Office Finance Controls** | | | | |
| Precept received and receipted | ✓ | | | Ref Nothing Jan - March. |
| Appropriate Accounting records TEST EXAMPLE 1 | ✓ | | | Ref 4765 seen totals matched + receipt correct<br>Ref 6724 Bar wake Card payments + receipt cash payments + float noted + match. |

| Appropriate Accounting records<br>TEST EXAMPLE 2 | | | | |
|---|---|---|---|---|
| Cashbook up-to-date | ✓ | | | All up to date for year end. |
| VAT reclaimed | ✓ | | | Paid + reclaimed |
| Working within budget | ✓ | | | Monitored throughout year |
| Review of Council Policies, are they up to date | ✓ | | | Ongoing. Different Policies reviewed at Meetings. |
| Website – Agendas, Minutes & Expenditure over £500 up to date | ✓ | | | Website fully up to date. Expenditure done today. |
| Staff wages, HMRC, Pensions transactions, | ✓ | | | Reconsiled with outside payroll. |
| Bank Reconciliations with Bank Statements – Signed/Approved for Quarter | ✓ | | | Jan/March completed by me all to be approved at finance. |
| Asset register- Updated/Amended | ✓ | | | 25th March C260396 seen and signed |
| Risk Register available to be checked | ✓ | | | F 26019 confirmed 14th Jan meeting. |
| Reserves in line with Policy | ✓ | | | Five reserve shown, in line with policy. |
| Insurance documents up to date and on display in relevant places | ✓ | | | Public liability in foyer. All others online |
| Grants awarded – Minute number and bank transfer evidence | | | ✓ | |
| Staffing | | | | |
| Staff employment contracts (new staff) Seen and signed | | | ✓ | No new staff |
| Staff payment supporting documents e.g timesheets | ✓ | | | Timesheets seen, Process explained + seen. |
| Staff performance management process Appraisals taken place and recorded | ✓ | | | 2 members of staff appraisals checked |
| Staffing Policies inc Health and Safety up to date and relevant | | | | In progress. |

| | | | | |
|---|---|---|---|---|
| Staff training- records seen | ✓ | | | All on new portal examples seen. |
| **Auditing** | | | | |
| Copy of previous Quarterly internal Audit | | | ✓ | |
| Previous actions/issues/comments actioned – Evidence supplied | | | ✓ | |
| Last years internal and external audit actions being actioned- evidence supplied | | | ✓ | |

Signed: ..... 23/4/26 .....

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| Status | Date & Minute |
|---|---|
| Approved | 29.04.26<br>C26-055B |

## COMPLAINTS PROCEDURE

1. This is the complaints procedure of Castle Bromwich Parish Council, hereinafter referred to as "the council".
2. The council is committed to providing a quality service for the benefit of the people who live or work in its area, engage with its services or are visitors to the locality. If you are dissatisfied with the standard of service you have received from the council or are unhappy about an action or lack of action by the council, this complaints procedure sets out how you can complain to the council and how we will try to resolve your complaint.
3. This complaints procedure applies to complaints about council services, administration, and procedures and may include complaints about how council employees have dealt with your concerns.
4. This complaints procedure does not apply to:

4.1. Complaints by one council employee against another council employee, or between a council employee and the council as the employer. These matters are dealt with under the council's disciplinary and grievance procedures.

4.2. Complaints against councillors. Complaints against councillors are made under the Code of Conduct. https://castlebromwichpc.gov.uk/wp-content/uploads/2025/07/2025-Code-of-Conduct.pdf

5. The appropriate time for influencing council decision-making is by raising your concerns before the council debates and votes on a matter. You can do this by writing to the clerk 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 can raise your concerns with the council, but Standing Orders prevent the council from reopening issues for six months from the date of the decision, unless there are exceptional grounds and the special process set out in Standing Orders is followed.
6. You can make your complaint about council services, administration, or procedures to the clerk to the council. You must do this in writing and a form is provided below.

7. Please return the form by e-mail if possible. The council's contact details are set out below. If you are unable to put the complaint in writing, you should contact the clerk to determine if alternative arrangements can be made.

**COMPLAINTS RELATING TO PENALTY CHARGES**

8. Penalty charges will be levied according to Hire Regulations by the Clerk or another officer in the Clerk's absence.
9. Hirers can appeal the decision to the Leisure Services Committee. The Committee's decision is final.

**FORMAL COMPLAINTS**

10. 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 seven calendar days.
11. If you do not wish to make your complaint to the clerk (because the matter relates to the Clerk, for example), you can make it directly to the Chair of the Staffing Committee.
12. The clerk or (Chair of the Staffing Committee) will investigate each complaint, obtaining further information as necessary from you and/or from staff or members of the council. You may be invited to a meeting to make verbal representations and may bring someone with you when doing so.
13. The clerk or the Chair of the Staffing Committee will notify you within 28 calendar days of the outcome of your complaint and what action (if any) the council proposes to take as a result of your complaint. (In exceptional cases the timescale may have to be extended. If it is, you will be kept informed).

**REVIEWS**

14. If your complaint has been investigated by the clerk (or Chair of the Staffing Committee) and you are dissatisfied with the response, you can ask for your complaint to be reviewed by the Council and (usually within eight weeks) you will be notified in writing of the outcome of the review of your original complaint.

**OUTCOME**

15. If your complaint is upheld, the Clerk (or Chair of the Staffing Committee) may be empowered to resolve your complaint and to agree any remedial action with you. However, the clerk (or Chair of the Staffing Committee) may have to seek authority from the council for the proposed remedial actions. In that case, you will be kept informed of the timetable and process.
16. There is no right of appeal to a complaint finding by the Council.
17. If you remain dissatisfied with the response to your complaint you may seek judicial review through the High Court (see https://www.judiciary.uk for details).
18. Please note that the jurisdiction of the Local Government and Social Care Ombudsman (LGO) does not currently extend to parish and town councils.

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## Complaints Form

| | |
|---|---|
| Your name: | |
| Your telephone number(s): | |
| Your email address: | |
| Your postal address: | |
| What your complaint is about?<br><br>(please provide as much detail as you can, and attach any supporting evidence or<br><br>information): | |
| What harm, disadvantage, or loss have you suffered? | |
| What remedial action would you like the council to take? | |
| Any other comments: | |

## Unreasonable Complainant Behaviour

### Introduction

We are committed to dealing with you fairly and impartially, and to making our service as accessible as possible. We recognise you may be frustrated and upset by what has happened in the past. The Council will decide whether to investigate your complaint, we will take a fresh, impartial look at what happened. We aim to treat you with fairness and respect. We ask for and expect the same behaviour from you towards us. We wish to enjoy professional, courteous, respectful contact with all complainants, whatever the outcome of our work.

### Unreasonable complainant conduct

We will not tolerate racist, sexist, homophobic or other discriminatory language, or offensive, threatening, aggressive or violent behaviour towards us. If you use such language or behaviour, we will ask you to stop doing so and may take other, proportionate action to protect the wellbeing of our staff and make sure we can keep working effectively. If your use of language is because of a medical condition, we will discuss with you any reasonable adjustments we need to make to how we work with you. However, some language and behaviours are always unacceptable, and we will always draw your attention to this and take appropriate action.

Please remember the person dealing with the complaint is using their time to best effect. This is much harder to do well if you make frequent, lengthy contacts and/or keep sending them the same information. This gets in the way of dealing with your complaint. Please note this also applies to contacting us after our decision on your complaint. We will not continue communicating with you on a closed complaint outside our review or service complaint procedures. Continued contact or attempts to make the same complaint again prevent us from carrying out our work effectively. When necessary, we will restrict access to our service if you keep behaving unreasonably.

### Warnings

In most instances if we consider your behaviour is unreasonable, we will explain why and ask you to change it. We will also warn you that, if the behaviour continues, we may take action to restrict your contact with us. Where your behaviour is so extreme that it threatens the immediate safety and welfare of our staff, we may report the matter to the police or consider taking legal action. In such cases, we may not give you prior warning.

### *Restricting access to the council*

The Clerk or Council will decide whether the circumstances require any restriction of access. They will record the reason for their decision and explain it to you.

They will state how long any restriction will apply for before we reconsider. The sort of

restrictions imposed could include:

- Restricting telephone calls to specified days and limited times.
- Limiting contacts to one form only (for example, a maximum of one letter or email from you a week).
- Requiring you to only contact us using one named person.
- Requiring you to formally agree with us how you will behave in future before we continue working on your complaint and/or
- Using an independent advocate to work with you on our investigation into your complaint.

After six months we will review whether any restrictions we imposed are still necessary and should remain.

**Ending access**

It is our decision whether to investigate your complaint. If you continue to behave unreasonably or ignore restrictions we have placed on access, we may decide to end our work on your complaint. In exceptional circumstances we may do so without warning. For example, if you use racist, sexist, homophobic or otherwise discriminatory language we may decide to take action without prior warning. We will write to explain the action we have taken.

**New complaints**

If we have restricted our contact with you and you make a new complaint, we will decide whether to continue with any restrictions we put in place for the earlier complaint.