Aust Parish Council

Complaints Procedure

Date	Version	Minute ref.	Key Changes	Review due:
08/10/24	1.0		First adoption Based on SLCC model complaints procedure for small councils	October 2026
13/10/26	1.1	2026-10/8.1	Updated contact details. Added provision for review by SGC ward councillor(s) or member of adjoining parish council, if required.	October 2028

Introduction

Aust 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.

Applicability

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 by one council employee against another council employee, or between a council employee and the council as employer. These matters are dealt with under the council's internal disciplinary and grievance procedures;
- complaints against councillors. Complaints against councillors are covered by the Code of Conduct for Members adopted by the Council, which is available on our website or by contacting the Clerk. If a complaint against a councillor is received by the council, it will be referred to the Monitoring Officer of South Gloucestershire Council (SGC). Further information on the process of dealing with complaints against councillors may be obtained from the Monitoring Officer or via the SGC website https://beta.southglos.gov.uk/complain-about-a-councillor/.

Raising a concern to the parish council

The appropriate time for influencing Aust Parish 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, or talking to one of the parish council members. There is also an 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.

Making a complaint

If you feel your concern has not been adequately addressed, 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. Contact details are set out below.

Wherever possible, the Clerk will try to resolve your complaint immediately. If this is not possible, the Clerk will try to acknowledge your complaint within five working days. Please note however that the Clerk is the sole employee and is only employed for a few hours each week, so acknowledgement may take a little longer, for example if the Clerk is on leave.

If you do not wish to report your complaint to the Clerk, you may make your complaint directly to the Chairman of the council

What happens next?

The Clerk or the council Chairman (as appropriate) will investigate each complaint, obtaining further information as necessary from you and/or from members of the Council.

The Clerk or the council Chairman 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. (In exceptional cases the twenty working days timescale may have to be extended. If it is, you will be kept informed.)

Further options

If you are dissatisfied with the response to your complaint, you may ask for your complaint to be referred to the full Council. Where possible, a review of the handling and outcome of the original complaint will be carried out by two councillors not significantly involved in the original complaint. If all members of the council were involved originally, the council will request assistance from one or both of the South Glos. Council ward councillors, or a parish councillor from a neighbouring parish, to carry out an independent review.

You will be notified in writing of the outcome of the review. This will be completed within 12 weeks of your request for referral.

Contacts

Clerk:
Emma Pattullo
clerk@austparishcouncil.gov.uk
(01454) 837271

Chairman:
Steve Meredith
steve.meredith@austparishcouncil.gov.uk
(01454) 411065

Contact details for other members of the council can be found via the council website: https://austparishcouncil.gov.uk/people/.

Review

This procedure will be reviewed at least once every two years.