

AYLBURTON PARISH COUNCIL

COMPLAINTS PROCEDURE

Adopted 18th October 2022. Next due for review October 2025.

1. Aylburton Parish Council is committed to providing a quality service for the benefit of the people who live or work in its area or who 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, the 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:
 - Complaints between the council employee and the council as the employer. These matters are dealt with under the council's disciplinary and grievance procedures.
 - Complaints against councillors. Complaints against councillors are covered by the Code of Conduct for Members, and if a complaint against a councillor is received by the council, it will be referred to the Monitoring Officer at Forest of Dean District Council. Further information on the process of dealing with complaints against councillors may be obtained from the Monitoring Officer at Forest of Dean District Council.
4. The appropriate time for influencing council decision-making is by raising your concerns before the council debates and votes on the matter, either in writing before the meeting or during the public forum section of council meetings.
5. You may make your complaint about the council's procedures or administration to the Clerk. You may do this by phone, by writing or by emailing the Clerk. Contact details 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 immediately to the Chairman of the Council who will report your complaint to the Council.
8. The Clerk or the Council will investigate each complaint obtaining further information as necessary from you and/or from staff or members of the Council and any advice necessary.
9. The Clerk or the Chairman of the Council 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 of your complaint. (In exceptional circumstances the 20-day timescale may have to be extended. If it is, you will be kept informed.)
10. If you are dissatisfied with the response to your complaint, you may ask for it to be referred to the full Council and (usually within 3 months) you will be notified in writing of the outcome of the

review of your original complaint.

Contact details:

Clerk (Ms Rachel Hales)

Phone: 01594 801218
Email: aylburtonclerk@outlook.com
Address: 33 Boating Lake Lane
Lydney
Gloucestershire
GL15 5GA

The Chairman of Aylburton Parish Council (Cllr Mark Topping)

Phone: 01594 840086
Email: aylburtonmarktopping@gmail.com
Address: 26 Sandford Road
Lower Common
Aylburton
GL15 6DP

This policy will be kept up to date as the size and nature of the Council changes or new legislation is introduced. Otherwise, the date of the next review is October 2025.