

Almondsbury Parish Neighbourhood Plan

COMPLAINTS PROCEDURE

1. The following procedure will be adopted for dealing with complaints about the Almondsbury Parish Neighbourhood Plan (APNP) administration or procedures.
2. If a complaint about procedures, administration or the actions of any of the APNP volunteer is notified orally to a member of the Steering Group/Committee, a written record of the complaint will be made, noting the name and contact details of the complainant and the nature of the complaint.
3. The complainant will be asked to put the complaint in writing to the Chair of the APNP Steering Group using the contact details on the APNP website. Refusal to put the complaint in writing does not necessarily mean that the complaint cannot be investigated, but it is easier to deal with if it is in writing.
4. On receipt of a written complaint, the Chair (or another member of the Committee if the complaint relates to the Chair) will seek to settle the complaint directly with the complainant. This will not be done without first notifying any person complained about and giving him or her an opportunity to comment. Efforts should be made to resolve the complaint at this stage.
5. The Chair will report any complaint disposed of by direct action with the complainant to the next meeting of the APNP Steering Group.
6. The Chair will report any complaint that has not been resolved to the next meeting of the APNP. The Chair will notify the complainant of the date on which the complaint will be considered, and the complainant will be offered an opportunity to explain the complaint to the APNP Steering Group orally.
7. The APNP Steering Group may consider whether the circumstances of any complaint warrant the matter being discussed in the absence of the press and public.
8. As soon as possible after the decision has been made (and in any event not later than 10 days after the meeting) the complainant will be notified in writing of the decision and any action to be taken.
9. The APNP Steering Group may defer dealing with any complaint if it is of the opinion that issues arise on which further advice is necessary. The advice will be considered and the complaint dealt with at the next meeting after the advice has been received.

Adopted: September 2025