



Date issued: 08 June 2018

Complaints about Town or Community Councils

I am writing in response to your request for information below dated 01 June 2018 in which you requested information regarding complaints about Town and Community Councils.

For ease of reference, I have reproduced your question below and set out our corresponding response.

How many complaints has the AOW received to date since 2013-14 from any member of the public, that they have suffered any:

1. loss
2. hardship
3. injustice

because any town or community council failed in its statutory duty regarding financial management and governance?

We have checked our records of complaints and correspondence and we do not hold recorded information which matches this description.

However, the types of complaint that we investigate normally relate to the work or behaviour of Wales Audit Office staff or services provided by the Wales Audit Office or its contractors and further information is provided in our leaflet about making a complaint which is available on our website at www.audit.wales/making-complaint. We also deal with correspondence where the matters raised are relevant to the Auditor General's audit work. Our guide for correspondents is available on our website at www.audit.wales/raising-concern and this explains the work we can do on correspondence.

You may wish to contact the Public Services Ombudsman for Wales as the type of complaint that you describe in your request above may fall within his powers to investigate. Information about the Public Services Ombudsman and what he can do is available at: www.ombudsman.wales

If you have any queries, or questions about my handling of your request, please do not hesitate to contact me.

Yours sincerely,