



## **BEDLINOG AND TRELEWIS COMMUNITY COUNCIL COMPLAINTS PROCEDURE**

A record of complaints will be kept by the Community Council either on paper or by electronic means.

All complaints received by the Council will be treated by the Council in a confidential manner.

### **Complaints against Councillors:**

Any complaint against a Councillor must be notified to the Clerk in writing within 6 months of the Complainant becoming aware of the problem but the Council will be prepared to be flexible when there are exceptional circumstances.

The Clerk will endeavour to resolve the complaint to the satisfaction of the Complainant within 4 weeks of notification thereof.

In the event the Clerk is unable to resolve the complaint within the said 4-week period or forms the view that the complaint is not capable of resolution by the Clerk within that period it will be referred to the Chairman (unless he/she was involved in the action or decision complained of in which case another Councillor will be appointed by the Clerk to consider the complaint).

The Clerk will notify the Complainant if the complaint is referred to the Chairman or another Councillor.

The Chairman (or Councillor) acting on the authority of the whole Council, will undertake to carry out any investigations to resolve the complaint within 2 weeks of such referral by the Clerk. If further time is required to carry out such investigations the Clerk will advise the Complainant the reason for the delay

If the Chairman (or Councillor) is unable to resolve the complaint within 2 weeks of referral by the Clerk of the complaint or such further period as is reasonable in all the circumstances the matter will immediately be referred to the whole Council at a special meeting to be arranged by the Clerk

The manner of resolution of the complaint shall be notified in writing to the Complainant by the Clerk

Any Complainant dissatisfied with the outcome of his/her complaint will be directed to complain to the Public Services Ombudsman for Wales

The Clerk will ensure the effective operation of the above procedure and will regularly analyse the data to monitor for service improvement and will report monthly to the full Council

### **Complaints against the Clerk:**

Any complaint against the Clerk must be notified in writing to the Chairman within 6 months of the Complainant becoming aware of the problem but the Council will be prepared to be flexible when there are exceptional circumstances. The Chairman, acting on the authority of the whole Council, will undertake to carry out any investigations to resolve the same within 4 weeks of notification of the complaint.

If further time is required to carry out such investigations the Chairman will advise the Complainant the reason for the delay

If the Chairman (or Councillor) is unable to resolve the complaint within 4 weeks of referral by the Clerk of the complaint the matter will immediately be referred to the whole Council at a special meeting to be arranged by the Chairman

Complainants will be fully informed by the Chairman of the progress of their complaint who will also advise them in writing of the manner of resolution of the complaint

Any Complainant dissatisfied with the outcome of his/her complaint will be directed to complain to the Public Services Ombudsman for Wales

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For the purposes of this procedure the definition of “complaint” will be deemed to be as follows:

***“A complaint is an expression of dissatisfaction by one or more members of the public about the Council’s action or lack of action or about the standard of a service whether the action was taken, or the service provided by the Council itself or by a person or body acting on behalf of the Council”.***

The following will not be regarded as a complaint:

- An initial request for service
- Complaints about third parties i.e. about a community group for which the Community Council is not responsible
- A request for an explanation of a decision
- A representation about a major policy decision e.g. setting the precept

Complaints about the conduct of Councillors should be reported to the Clerk to the Community Council in the first instance who will then advise the Complainant about making a complaint to the Public Services Ombudsman for Wales.

The Community Council, Councillors and Staff aim to aid and support to anyone who seeks to use its services. For the largest proportion of persons who contact the Community Council, the matter is dealt with in line within acceptable procedures. However, there are occasions when it is necessary to protect Councillors and Staff against unacceptable behaviour e.g., aggressive or abusive behaviour, unreasonable demands and/or unreasonable persistence. The procedures setting out how the Community Council deals with such responses are set out in our Unacceptable Actions Policy.

Complaints can be made via email to [clerk@bedlinogtrelewis-cc.gov.wales](mailto:clerk@bedlinogtrelewis-cc.gov.wales) .