LLANELLY COMMUNITY COUNCIL

COMPLAINTS PROCEDURE

MAY 2023

1. Llanelly Community Council(LCC) is committed to provide a quality service for the benefit of the people who live or work in its area or are visitors to the community. If you are dissatisfied with the standard of service you have received from LCC, or are unhappy about an action or lack of action by the Council, this 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 LCC’s administration and procedures and may include complaints about how Council employees have dealt with your concerns. It does not apply to:
3. complaints by one Council employee against another Council employee and the Council as an employer. These matters are dealt with under the Council’s disciplinary and grievance procedures.
4. Complaints against councillors. Complaints against councillors are covered by the Code of Conduct for Members and, if a complaint against a councillor is received, it will be referred to the Local Government Ombudsman. Further information on the process of dealing with complaints against councillors may be obtained from the Monitoring Officer of Monmouthshire County Council.
5. You may make your complaint about the Council’s procedures or administration to the Clerk in person or by phone or email as set oiut below. You can also contact the Public Services Ombudsman for Wales – again contact details below.
6. Wherever possible, the Clerk will try to resolve your complaint immediately. If this is not possible, the Clerk will aim to acknowledge your complaint within ten working days.
7. If you do not wish to report your complaint to the Clerk, you may make your complaint directly to the Chair of the Council who will investigate each complaint, obtaining further information as necessary from you and/or from other staff or members of the Council as appropriate.
8. The Clerk or Chair will notify you within 21 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 cases the 21 working day timescale may have to be extended. If it does you will be informed and the reasons for the extension).
9. If you are dissatisfied with the response to your complaint, you may ask for your complaint to be referred to the full Council and you will be notified in writing of the outcome of the review of your original complaint, normally within 4 weeks. If you are dissatisfied with the response from the full Council, you can contact the Public Services Ombudsman for Wales at the contact details below.
10. The Public Services Ombudsman for Wales may be contacted as follows:

Public Services Ombudsman for Wales

1 Ffordd yr Hen gae

Pencoed

CF35 5LJ

By email: [ask@ombudsman-wales.org.uk](mailto:ask@ombudsman-wales.org.uk)

By phone: 0845 601 0987

1. Complainants over the age of 60 who require assistance to use this policy, can contact:
   1. The Older Commissioner for Wales, Cambrian Buildings, Mount Stuart Square, Butetown, Cardiff, CF10 5FL, or 029230445 030
2. Complainants under the age of 18 who require assistance to use this policy can contact:
   1. The Children’s Commissioner for Wales by email [post@childcomwales.org.uk](mailto:post@childcomwales.org.uk); or by phone 01792 765600
3. LCC contacts: The Clerk, Gilwern Community Centre, Common Road, Gilwern, NP7 0DS; or [clerk@llanellycc.org.uk](mailto:clerk@llanellycc.org.uk); or 01873 832550.