

Llanelly Community Council Complaints Handling Procedure

Adopted in *May 2017*

1. Llanelly Community Council is committed to providing 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 Llanelly Community Council, or are unhappy about an action or lack of action by this 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 Llanelly Community Councils administration and procedures and may include complaints about how Council employees have dealt with your concerns.
3. This Complaints Procedure does not apply to:
 - 3.1. complaints by one Council employee against another Council employee, or between a Council employee and the Council as employer. These matters are dealt with under the Council's disciplinary and grievance procedures.
 - 3.2. complaints against Councillors. Complaints against Councillors are covered by the Code of Conduct for Members adopted by the Council in *May 2017* and, if a complaint against a Councillor is received by the Council, 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.
4. The appropriate time for influencing Council decision-making is by raising your concerns before the Council debates and votes on a matter. You may do this by writing to the Council in advance of the meeting at which the item is to be discussed. There may also be the opportunity to raise your concerns in the public participation section of Council meetings. If you are unhappy with a Council decision, you may raise your concerns with the Council, but Standing Orders prevent the Council from re-opening issues for six months from the date of the decision, unless there are exceptional grounds to consider this necessary and the special process set out in the Standing Orders is followed.
5. You may make your complaint about the Council's procedures or administration to the Clerk. You may do this in person, by phone, or by writing to or emailing the Clerk. The addresses and numbers are set out below. You can also contact the Public Services, Ombudsman for Wales. Contact details are 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 to ten working days.
7. If you do not wish to report your complaint to the Clerk, you may make your complaint directly to the Chairman of the Council who will report your complaint to the Complaints Committee of the Council *or the* Public Services Ombudsman for Wales. Contact details are below:
8. The Clerk or the Complaints Committee of the Council or the Council (as appropriate) will investigate each complaint, obtaining further information as necessary from you and/or from staff or members of the Council.
9. The Clerk or the Chairman of the Council 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 twenty working days 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 your complaint to be referred to the Complaints Committee of the Community Council or to the full Council (as appropriate) and (usually within eight weeks) you will be notified in writing of the outcome of the review of your original complaint. If you are dissatisfied with the response to your complaint, you can contact the Public Services Ombudsman for Wales. Contact details are below:
11. Not all complaints are justified or well-founded. Sometimes Councils may find themselves being called upon to respond repeatedly to an individual or group of individuals where that Council has already investigated the matter under complaint (or something very similar) and has concluded that the complaint is without substance. In these cases, Llanelly Community Council has a HABITUAL OR VEXATIOUS COMPLAINANTS POLICY to manage unreasonable complainants

12. The Public Services Ombudsman for Wales may be contacted: In writing to:

Public Services Ombudsman for Wales,
1 Ffordd yr Hen Gae,
Pencoed,
CF35 5LJ
By emailing: ask@ombudsman-wales.org.uk

By phone: 0845 601 0987

By visiting the Public Services Ombudsman for Wales' website:
www.ombudsman-wales.org.uk

Complainants under the age of 18 can also use this policy however if assistance is required to use the policy, complainants under the age of 18 can contact:

The Melic Helpline Telephone: 080880 23456

Website: www.meiccymru.org

The Children's Commissioner for Wales

Telephone: 01792 765 600

Email: post@childcomwales.org.uk Website: www.childcom.org.uk

Complainants over the age of 60 who require assistance to use this policy, can contact:

The Older Commissioner for Wales In writing to:

The Older Commissioner for Wales,
Cambrian Buildings,
Mount Stuart Square,
Butetown,
Cardiff,
CF10 5FL

Telephone: 08442 640 670 or 02920 445 030

Llanelly Community Council Contacts

The Clerk of Llanelly Community Council

*Address:
Gilwern Community Centre,
Common Road,
Gilwern,
Monmouthshire,
NP7 0DS*

Telephone: 01873 832 550

www.Llanellycc.org.uk

Email: clerk@llanelly.org.uk

The Chairman of *Llanelly Community Council*

Address:

Telephone:

Email:

Proposed by Cllr

Seconded by Cllr

Signed by Cllr (Chairman)