

CYNGOR TREF LLANWRTYD TOWN COUNCIL



COMPLAINTS PROCEDURE

INTRODUCTION

Llanwrtyd Town Council is a corporate body that endeavours to represent the interests of the local community. Their aim is to work with local people and other bodies in the public, private and voluntary sector to improve services and raise the profile of the town.

Members welcome your comments, which would hopefully indicate whether they are on the right track or whether it is necessary to re-evaluate their plans. Members realise that sometimes members of the public are not happy, and with this in mind, we would encourage you to make a complaint. Only by telling us your views do we know whether we are representing local opinion.

MAKING A COMPLAINT

There are two ways for you to make a complaint: Informally or Formally, and the following is an outline of our Complaints Procedure.

Informal Procedure

- A complaint may be made verbally to any member of the town council or the town clerk.
- All complaints will be acknowledged and investigated by the town council and the complainant will receive a response within 20 working days.

Formal Procedure

If the complainant is not satisfied with the response or the complaint is too serious to be dealt with informally then the procedure will be as follows:

- Complaints must be put in writing to the town clerk who will acknowledge receipt of the complaint within 5 working days. If the complaint is about the town clerk, the complaint should be addressed to the Mayor, and the Mayor will respond within 5 working days.
- The town clerk will bring the complaint to the attention of the Mayor, and a Complaints Sub Committee will be formed to investigate on behalf of the town council.
- All complainants should be notified of the progress of the investigation within 20 working days
- The complainant must be informed of their right to appeal if they are dissatisfied with the initial outcome.
- All formal complaints will be reported to the town council as a whole for information.

APPEALS

If the complainant is unhappy with the decision made by the Complaints Sub Committee, then an appeal can be made using the following procedure:

- Appeals must be made in writing to the town clerk or if the complaint is about the town clerk, directly to the Mayor within 10 working days of receiving the response to their complaint.
- The town clerk or Mayor will acknowledge the appeal within 5 working days
- The Mayor will convene an Appeals Sub Committee, comprising of members who were not on the Complaints Sub Committee, as soon as possible giving at least 5 working days' notice to the appellant who will be invited to attend the appeal to state their case.
- The appellant may be accompanied by a friend or relative if they so wish, however that person will be there for support only and will not be allowed to represent the appellant at the hearing.
- The appellant will be informed of the decision of the Appeals Sub Committee within 7 working days of the hearing. The decision of the Appeals Sub Committee is final.
- If the complainant is still unsatisfied, the case can be taken to The Public Services Ombudsman for Wales, 1 Ffordd yr Hen Gae, Pencoed, CF35 5LJ, 01656 641163.
- Please note that The Public Services Ombudsman for Wales is unlikely to investigate your case until the Town Council Complaints procedure has been fully exhausted.

Pat Dryden
Town Clerk

Approved by members on 15th June 2011