

CYNGNOR CYMUNED LLANFRYNACHV COMMUNITY COUNCIL

Complaints Procedure

The Community Council is committed to providing you with an excellent service, however, we accept that sometimes the service does not meet with your expectations and you may be unhappy with some aspect of the service. If this is the case we want to know about it, reporting your concerns to us will enable us to improve the service which we offer to you as well as to other residents.

Most concerns about **the services** provided by us can be easily resolved by having a word with your local Councillor. They will talk to you about the problem, make a note of your concern, inform the Clerk to the Council, and try to sort it out within 10 working days. If this is not possible or you feel that you can't raise your concern with them you can follow the formal complaints procedure below :-

1. Inform the Clerk to the Council in writing or ask him/her to make a written note of your concern. The Community Council Chairman and the Clerk will either investigate or nominate a member(s) of the Council to investigate your complaint and send a written response within 10 working days (they will let you know if this is going to take longer than this).
2. We are confident that by this stage that you will be satisfied with how your concerns will have been resolved. However, if after following all the procedures you are not satisfied with our response, you can ask the Public Services Ombudsman for Wales to investigate your complaint. The Ombudsman is an independent referee who investigates complaints against public bodies and his services are free.
3. Where the Council or Councillor perceive that an issue may result in a conflict or complaint being raised by a constituent then the matter should be immediately brought to the attention of the Clerk and the Chairman. In such circumstances a meeting should be arranged with the constituent, at the earliest convenient time, to discuss face to face any potential issues. In the event that the complainant does not wish to meet with the Council Officers, then they should be asked to specify any grievance they may have in writing and it will then be dealt with under the Community Council's grievance procedure. There should be one other Councillor together with the Chairman and Clerk at any such meeting.
4. Where an issue is raised which involves a number of constituents and there is likely to be diverse views and opinions, then the Council should consider holding an open meeting where all views can be aired in public and recorded.

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5. If you have a complaint or concerns about **the conduct** of the Clerk or a member of the Council it should be referred immediately to the Chairman of the Council for investigation by the full Council and you will receive a written response within 10 working days (they will let you know if this is going to take longer than this).
6. If you feel that this route is not appropriate then you may make a complaint to the Public Services Ombudsman for Wales at any time. Generally, the Ombudsman will be the final avenue open to you if he is not satisfied with the Council's response having gone through the complaints procedure.

The Community Council will deal with your concerns in an open and honest way, and your complaint will be dealt with in the strictest confidence.

Contact details for PSOW:-

Public Services Ombudsman for Wales

1 Fford yr Hen Gae

Pencoed

Bridgend CF35 5LJ

Tel No. 01656 641150

Fax No. 01656 641199

E-mail: ask@ombudsman-wales.org.uk

Website: www.ombudsman-wales.org.uk