

# Llangors Community Council

## Public Complaints Policy and Procedure

- a Any complaints of maladministration against the Community Council regarding the standards of services provided by the council should be placed in writing addressed to the Clerk within 6 months of the perceived problem occurring.
- b All complaints will be recorded in the minutes of the council bi monthly meeting.
- c The Clerk in consultation with the Chair, in receiving a complaint is responsible to resolve the issue, if possible immediately. Should the issue appear serious then it shall be referred to full council as soon as practically possible for resolution. Should there be a delay in response time the complainant will be kept informed as to the delay and the reason for such a delay.
- d All complaints will be responded to with minimum delay commensurate with thoroughness.
- e A written reply to the complaint as to the outcome and the reasons for it will be sent to the complainant.
- f Those dissatisfied with the outcome shall be directed to complain to the Public Services Ombudsman for Wales.
- g Member complaints will be dealt with in accordance with the Member Complaints Policy of the council.

March 2024