

Llanbadoc Community Council
Cyngor Cymuned Llanbadog

Complaints Policy and Procedure

Llanbadoc Community Council is committed to dealing quickly, effectively and in a fair and honest way with any concerns or complaints you may have about our service. We aim to clarify any issues about which you are not sure. If possible, we will put right any mistakes we may have made. If we got something wrong, we will apologise and where possible try to put things right. We also aim to learn from our mistakes and use the information we gain to improve our service.

When to use this policy

When you express your concerns or complain to us, we will usually respond in the way we explain below. Sometimes you might be concerned about matters that are not decided by us e.g. planning applications which are decided by MCC, and we will then advise you how to make your concerns known.

Also, this policy does not apply if the matter relates to a Freedom of Information or Data Protection issue.

What is a complaint?

A complaint is an expression of dissatisfaction about the council's action or lack of action, or about the standard of a service, whether the action taken or the service was provided by the council itself or a body acting on behalf of the council.

How can a complaint be made?

A complaint must be made in writing either by email or by post to:

Post: The Clerk, Llanbadoc Community Council, 54 Main Road, Portskewett, Caldicot, Monmouthshire NP26 5SA

Email: clerk@llanbadoc.org

Dealing with your concern

We will formally acknowledge your concern within 5 working days and let you know how we intend to deal with it.

We will ask you to tell us how you would like us to communicate with you and establish whether you have any particular requirements – for example, if you have a disability.

We will deal with your concern in an open and honest way.

We will make sure that your dealings with us in the future do not suffer just because you have expressed a concern to us.

The Clerk will forward the written complaint to the Chair or Vice Chair for consideration by a panel of at least 3 councillors, where a panel is necessary. The Chair and the Clerk will use their discretion to decide whether a complaint is a matter for the whole council.

The Council aims to resolve concerns as quickly as possible and expects to deal with them within 15 working days. If this cannot be done the Clerk will notify you of progress. The Clerk will let you know what we have found and explain how and why we came to our conclusions.

If we find that we got it wrong, we will tell you what and why it happened.

If we find there is a fault in our systems or the way we do things we will tell you what it is and how we plan to change things to stop it happening again.

If we got it wrong, we will apologise.

Confidentiality

All complaints are treated with confidentiality.

Ombudsman

If we do not succeed in resolving your complaint, you may complain to the Public Services Ombudsman for Wales. The Ombudsman is independent of all government bodies and can look into your complaint if you believe that you personally have been treated unfairly or received bad service, or been disadvantaged personally by a service failure.

The Ombudsman expects you to bring your concerns to our attention first and to give us a chance to put things right. You can contact the Ombudsman by:

Phone: 0845 601 0987

Email: ask@ombudsman-wales.org.uk

The website: www.ombudsman-wales.org.uk

Post: Public Services Ombudsman for Wales, 1 Ffordd yr Hen Gae, Pencoed
CF35 5LJ

What we expect from you

In times of trouble or distress some people may act out of character. There may have been upsetting or distressing circumstances leading up to a concern or complaint.

We believe that all complainants have a right to be heard, understood and respected. However, we also consider that our councillors, staff and contractors have the same rights. We therefore expect all complainants to be polite and courteous in your dealings with us. We will not tolerate aggressive or abusive behaviour, unreasonable demands or unreasonable persistence.

