

Bodedern Community Council

Complaints Policy

Introduction

Bodedern Community Council aims to provide a quality service for the benefit of the people who live, work or visit the area. If you are dissatisfied with the Council's work, the standard of service you receive or unhappy with the actions taken or lack of actions then you should contact the Council to try and resolve your complaint.

Analyzing and resolving complaints should be a key element in the efficient administration of every Council. Making a complaint should be seen as an opportunity to measure the effectiveness of the services provided by the Council and not as a threat. Adopting a defensive or obstructive attitude towards complainant can be counterproductive and give the Council a bad image.

The following are not to be considered as complaints:-

- Reject the first request for service
- Complaints about a community group where the Council is not responsible
- Request for clarification of the decision
- Representation for an important policy decision e.g. set the precept

Complaints about the conduct of Councillors should always be reported to the Officer of the Independent Monitoring Authority in the first instance, who will then advise the complainant about making a complaint to the Public Services Ombudsman for Wales.

Procedure for dealing with complaints

- 1) You can complain about procedures or administration of the Council to the Clerk, whether by calling, writing or sending an email. The name and address of the complainant must be included and should be addressed to the Clerk.
- 2) The Council will keep a record of all complaints.
- 3) The Clerk will acknowledge receipt of the complaint immediately after receiving it.
- 4) Where possible the Clerk will try to resolve your complaint immediately. He will inform the Chairman and Vice-Chairman of the complaint and decide whether it is possible to resolve it informally and reasonably quickly.
- 5) If you do not wish to report your complaint to the Clerk you can complain directly to the Chairman who will report your complaint to the committee who is responsible for the service.

- 6) If the matter cannot be resolved informally to the satisfaction of all parties, or if the matter is serious, it will be dealt by the full Council.
- 7) You will be informed of the outcome of your complaint within 20 working days what action the Council is taking as a result of your complaint.
- 8) If you are dissatisfied with the response to your complaint you can refer your complaint to the Public Services Ombudsman for Wales.

Bodedern Communtiy Council Clerk

Address:

Telephone:

Email: bodederncyngorcymuned@gmail.com

Chairman Bodedern Community Council

Address:

Teleophone:

Email: bodederncyngorcymuned@gmail.com

This policy was adopted by Bodedern Community Council at its meeting on 24 June 2024.

Signed: Chairman

Signed: Clerk