

# ABERTILLERY AND LLANHILLETH COMMUNITY COUNCIL

## COMPLAINTS POLICY

If you have a complaint, you can contact the Council in the following ways:

By telephone: (01495) 217323

By email: [clerk@abertilleryandllanhilleth-wcc.gov.uk](mailto:clerk@abertilleryandllanhilleth-wcc.gov.uk)

By letter: Council Offices, Mitre Street, Abertillery, Blaenau Gwent. NP13 1AE

This complaints procedure is aimed at dealing with those situations where a complaint has been made about the administration of the Council or about its procedures. Complaints against staff are dealt with as employment matters and against Councillors by the Public Services Ombudsman. The aim is to deal with complaints efficiently through a transparent process. The procedure deals with complaints that have not been capable of resolution on a less formal basis, or by explanations from the Clerk or Chair of Council. It gives the complainant the assurance that their grievance has been properly and fully considered.

How we will deal with your complaint:

- We will acknowledge receipt of your complaint within three working days and investigate your complaint within ten working days. If we cannot meet these deadlines we will inform you of the reasons why.
- Your complaint will be treated as confidential unless it is a matter which must be reported such as illegal activity.
- We will deal with your concern in an open and honest way and ensure that any of your future dealings with the Council do not suffer because you have expressed a concern or made a complaint.
- If you are making a complaint on behalf of someone else we will need to satisfy ourselves that you have the authority to act on behalf of the person concerned.

Process for making a complaint:

- All formal complaints must be in writing addressed to the Clerk of the Council. This may be in the form of written correspondence either by letter or email.
- The Clerk will respond to your complaint following investigation of the matter concerned within the appropriate timescale.
- If the complaint is against the Clerk, or if you are dissatisfied with the response you receive then you may ask for the complaint to be dealt with by the Complaints Committee of the Council, which will comprise of four elected members, to be chosen by the Clerk in consultation with the Chairman of the Council, depending on the nature of the complaint. The complainant will be invited to attend a meeting of the Complaints Committee to present their case and bring such representation as they wish. The decision of the Committee will be confirmed in writing within 7 working days, together with details of any action taken.
- All complaints about the conduct of Councillors must be addressed to the Public Services Ombudsman for Wales at 1 Ffordd Yr Hen Gae, Pencoed, CF35 5LJ.