

# **Llanfair Community Council**

## **COMPLAINTS POLICY**

Llanfair Community Council aims to provide good quality services. This procedure deals with complaints to the Community Council about its actions, processes and administration.

- 1. If a complaint about procedures or administration is notified orally to a Councillor or its Clerk and it is not possible to satisfy the complainant fully, the complainant shall be asked to put their complaint in writing to the Clerk. The complainant shall be assured that the complaint will be dealt with promptly after receipt.**
- 2. If the complainant would prefer not to put the complaint to the Clerk, they shall be advised to put it to the Chairman.**
- 3. Upon receipt of a written complaint, the Clerk or Chairman, as appropriate shall try to settle the complaint directly with the complainant (except where the complaint is about his/her own actions).**
- 4. Where the Clerk receives a complaint about his/her own actions it shall be referred to the Chairman.**
- 5. Where the Chairman receives a complaint about his/her own actions it shall be referred to the Council after first notifying the complainant of the manner in which it is intended to attempt to settle the complaint.**
- 6. Where a written complaint is about Conduct of a Councillor, the complainant shall be given contact details of The Monitoring Officer, Vale of Glamorgan Council.**
- 7. If the Complainant is not satisfied with the action of the Monitoring Officer, then the Complainant should be advised that they can take the complaint to the Public Services Ombudsman for Wales.**
- 8. Where, in the opinion of the Clerk, a complaint cannot be resolved satisfactorily, it shall be referred to the next appropriate Council meeting. The complainant shall be notified of the date on which the complaint would be considered. Any complaints received relating to the Clerk shall be referred to the Chairman.**
- 9. The Council shall determine whether the matter be discussed with the Exclusion of Press and Public and this decision shall be announced at the meeting in public.**
- 10. As soon as practicable after the decision regarding the complaint has been made and the nature of any action to be taken, the complainant shall be informed in writing.**

*Adopted by Llanfair Community Council at its meeting held 5<sup>th</sup> December 2019 and slightly amended at the Annual Meeting of the Community Council held on 9<sup>th</sup> May 2024.*