



CYNGOR TREF LLANDEILO FAWR TOWN COUNCIL

Llandeilo Fawr Town Council Complaints Procedure June 2024

What is a complaint?

A complaint is an expression of dissatisfaction by one or more members of the public about the council's action or lack of action or about the standard service provided by the council itself or by a person acting on behalf of the council.

We will not treat certain issues as complaints, and where this is the case we will tell you. Here are some examples of the kinds of things we will not treat as complaints:

- An initial request for a service
- Complaints about third parties
- A request for an explanation of a decision
- A representation about a major policy decision e.g setting the precept

Complaints about the conduct of Councillors should always be reported to the Monitoring Officer, Carmarthenshire County Council, County Hall, Carmarthen, SA31 1LE

Who can complain?

Anyone who feels that they have had a poor service from us or from someone providing the service for us can complain.

If you complain to us, but don't give us your name, and contact address we will not deal with your complaint under the complaints procedure. However, we will take steps to deal with the problem.

What we aim to do

- Make the complaints procedure easy for you to understand and use
- Tell you about the progress of your complaint
- Make sure that we tell you about the result in writing or in some other way that is suitable to you and your needs
- Have systems in place to help us learn from our mistakes by doing the following
 - Asking you what we can do to put things right
 - Making sure that you have the chance to have your complaint investigated by senior officers and councillors
 - Recording, monitoring and assessing all complaints so that we can continue to improve the quality of our service
 - Telling Councillors about the complaints and how often they happen, so we can decide whether we are making the best use of our resources
 - Having annual reviews of the complaints procedure to check that it is working properly



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How to make a complaint

We will make it easy for you to make a complaint by giving you the chance to make a complaint:

- In Person
- By Phone: 07944 914098
- In writing to:
The Town Clerk, Llandeilo Fawr Town Council, Hengwrt , Carmarthen Street, Llandeilo, SA19 6AF
- By email : clerk.ltc@gmail.com

The Complaints Procedure

We will treat your complaint as confidential at all times, and will deal with it in the following way:

- Stage 1: Investigation by the Town Clerk
- Stage 2: Investigation by a designated Councillor
- Stage 3: Investigation by the Councils Complaints Committee

If the complaint is against the Clerk the complaint will be referred immediately to Stage 2 and in serious cases any complaint may be referred directly to Stage 3. Complaints will not normally be accepted for investigation by the Complaints Committee unless Stage 1 and Stage 2 of the procedure have been undertaken.

Complaints relating to matters over 6 months old will not be investigated except in exceptional circumstances.

Stage 1

Investigation by the Town Clerk

The complaint will be registered and we will let you know we have got your complaint within **5** working days of receiving it.

You will receive a full response within **15** working days. If this is not possible, we will send you a letter explaining why there is a delay and saying when you will receive a full response.

The response will give you the chance to have your complaint dealt with in the second stage of the complaints procedure if you are still unhappy. It will ask you to explain why you are not happy with the stage 1 response.

If the complaint is against the Town Clerk the matter must be referred to the designated councillor.



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Stage 2

Investigation by Designated Councillor

We will register the complaint and let you know we have got your complaint within **5** working days of receiving it.

The Council will appoint a designated Councillor who will be responsible for investigating the complaint.

We will give you the name and contact number of the Councillor who is investigating the complaint.

The Councillor will contact you to arrange an interview so they can talk to you about your complaint and find out what you think we should do to put it right.

The Councillor will investigate your complaint, including carrying out interviews as necessary and write a report on their findings.

The Councillor will ensure that written records of meetings, telephone conversations and any other documents are kept.

You will receive a full written response within **30** working days of us receiving your letter, or we will tell you about any delay and give you a new date for when you should receive a response.

The response will give you the chance to send your complaint to the final stage of the complaints procedure. You will have to write back within **25** working days of receiving the response saying why you want to go to stage 3.

The designated Councillor cannot be part of the Complaints Committee if the matter is referred to Stage 3.

Stage 3

Complaints Committee

We will register your complaint and let you know we have got your complaint within **5** working days of receiving it.

The Town Clerk will contact you within **10** working days of receiving the letter, and will arrange for your complaint to be heard by an appeals panel.

A date will be set for the hearing within **20** working days of your letter, but at a time that is convenient for you to attend.

We will send you a summary of your complaint which will:

- outline the complaint



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- say how you want the complaint to be resolved; and
- detail the steps we have already taken to solve the complaint

We will also send this report to the members of the panel.

You may bring a friend, adviser or interpreter who may speak for you, but they should not be a lawyer who is working for you.

We will send you a note to explain the panel's procedures before the meeting.

The panel will include three councillors and the Town Clerk (or another staff member if the complaint is against the Town Clerk), who will act as clerk to the panel.

You will have copies of any relevant letters or evidence put before the panel so that you can respond to any questions they may ask.

You will receive a full written report of the panel's decision within **10** working days of the hearing.

This is the final stage of the complaints procedure.

What happens next?

If your complaint is accepted, we will try to solve the problem by doing the following:

- Apologising to you and explaining what went wrong
- Providing the service you are entitled to receive
- Changing procedures so that the mistake is not repeated

If you are not satisfied with how your complaint is being handled at any time during the process, you can complain directly to the Public Services Ombudsman at:

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

Phone: 0845 601 0987 (local call rate)

Fax: 01656 641199

Email: ask@ombudsman-wales.org.uk

website: www.ombudsman-wales.org.uk