



LLANHARAN COMMUNITY COUNCIL COMPLAINTS PROCEDURE

Introduction

Llanharan Community Council is committed to providing a quality service for the benefit of the people who live or work in its area or are visitors to the locality. If you are dissatisfied with the standard of service you have received from the Council, or unhappy about an action or lack of action by the Council, this complaints procedure sets out how you may complain to the Council and how we shall try to resolve your complaint.

This Complaints Procedure applies to complaints about the Council administration and procedures and may include complaints about how Council employees have dealt with your concerns

This procedure does not apply to:

- a. Complaints by one Council employee against another Council employee, or between a Council employee and the Council as employer (these matters are dealt with under the Council's **Disciplinary** and **Grievance policies**).
- b. Complaints against Councillors. Complaints against Councillors are covered by the Code of Conduct adopted by the Council. If a complaint against a Councillor is received by the Council, it will be referred to the Monitoring Officer of Rhondda Cynon Taf (RCT) Council. Further information on the process of dealing with complaints against Councillors may be obtained from RCT's monitoring officer at The Pavilions, Cambrian Park, Clydach Vale CF40 2XX.
- c. The appropriate time for influencing Council decision making is by raising your concerns before the Council debates and votes on a matter (The Council meets at 7pm on the third Thursday of each month). You may do this in writing to the Council in advance of the meeting at which the item is to be discussed - you also have an opportunity to attend the meeting and raise your concerns first-hand.



- d. If you are unhappy with a Council decision, you may raise your concerns with the Council, but standing orders prevent the Council from re-opening issues for six months from the date of the decision, unless there are exceptional grounds to consider this necessary and the special process set out in the standing orders is followed.
- e. You may make your complaint about the Council's procedures or administration to the Clerk to the Council, 2a Chapel Road, Llanharan CF72 9QA. Initially you may do this in person, by phone (01443 231430) or by writing to or emailing the Clerk.
- f. Wherever possible, the Clerk will try to resolve your complaint immediately. If this is not possible, the Clerk will acknowledge your complaint immediately and try to resolve it within five working days.
- g. If the complaint concerns any action (or lack of action) taken by the Clerk, the matter will be dealt with by the Chair of the Community Council. The Chair will acknowledge your complaint immediately and if they consider that they are unable to resolve the matter, they will report the complaint to a panel of three Members comprising the Vice Chair, the Chair of the Human resources committee and one other member (to be selected by rote).
- h. The Clerk, the Chair or the Complaints Panel will investigate each complaint, obtaining further information as necessary from you and/ or staff or members of the Council
- i. The Clerk or the Chair will notify you within twenty working days of the outcome of your complaint and of what action (if any) the Council proposes to take as a result of your complaint. In exceptional circumstances, the twenty-day timescale may have to be extended - if it is, you will be kept informed.
- j. If you are dissatisfied with the response to your complaint, you may refer the matter to the Public Services Ombudsman for Wales, 1 Ffordd yr Hen Gae, Pencoed, CF35 5LJ (0300 790 0203) ask@ombudsman.wales

Failure or refusal to sign an acknowledgement does not affect the application of this policy, which will apply to all employees from the date of issue.