

# Cyngor Cymuned Trefriw Community Council

## Complaints Procedure

### Reviewed and re-adopted on 14<sup>th</sup> May 2024

Trefriw Community Council is committed to providing a quality service for the benefit of the people who live in, work in and visit the Trefriw area. If you are dissatisfied with the standard of service you have received from this Council, or are unhappy about any action taken/not taken by this Council, this complaints procedure sets out how you may complain to the Council and how we shall try to resolve your complaint.

#### **If you have a complaint about actions, inactions or decisions taken by the council...**

- *The best time for influencing Council decision-making is by raising your concerns before the Council debates and votes on a matter.*
  - *You may do this by writing to the Council in advance of the meeting at which the item is to be discussed. You can also write to us to request that we raise an issue for discussion in a meeting, though note that by law, meeting agendas must be published three working days prior to each meeting.*
  - *You also have the opportunity to raise issues or concerns in the public participation sessions which open each meeting of Council.*
1. If you are unhappy with a Council decision, you may raise your concerns with the Council in writing either by e-mail or by post.

**Please address your correspondence to the Clerk, Mrs Vikki Teasdale and send:**

- by email to: [clerk@trefriwcommunitycouncil.co.uk](mailto:clerk@trefriwcommunitycouncil.co.uk)
  - by post to: Trefriw Community Council, Angorfa, Trefriw LL27 0JJ
2. Subject to the Clerk's normal working pattern, the Clerk will endeavour to provide you with an acknowledgement of the receipt of your complaint within 72 hours.
  3. All complaints will be brought to the attention of the full Council for discussion.
  4. You are entitled to expect written notification of the outcome, including what action (if any) the Council have taken or will take in respect of your complaint, within 40 working days of receipt of your complaint in writing.

**If you have a complaint about the level of service, or appropriateness of conduct that you have received from the Council or any member of the Council...**

You may, of course, notify the Council through the procedure as outlined above of any complaint that you would like to raise but it would be improper for the Council to take any part in investigating itself or any member of the Council. In such circumstances, all complaints regarding the conduct of the Council or individual Councillors **must** be referred directly to the Public Services Ombudsman for Wales who will consider whether there is a case to be answered. You will need to raise your complaint in writing in one of the following ways:

- by post to: 1, Fford yr Hen Gae, Pencoed, Bridgend CF35 5LJ
- by email to: [ask@ombudsman.wales](mailto:ask@ombudsman.wales)

The Ombudsman website will provide you with information and advice on how to use this service. <http://www.ombudsman-wales.org.uk/> or alternatively you may prefer to contact the Ombudsman office on 0300 790 0203.

All complaints and/or disputes between Members will be subject to and dealt with by way of the Local Resolution Protocol as formally adopted by Trefriw Community Council on 14<sup>th</sup> December 2021.

Full details of the Local Resolution Policy can be accessed by using the following link:  
<http://trefriwcommunitycouncil.co.uk/wp/saes-your-council/documents/policy-documents/>