

COMPLAINTS PROCEDURE

**REVIEWED AND APPROVED BY
BAGILLT COMMUNITY COUNCIL
ON 10th JULY 2024**

COMPLAINTS PROCEDURE

1. All complaints about the Council's action or lack of action or about the standard of a service whether provided itself or on its behalf should be sent in writing to the Clerk either by post to Mrs. L. Wood, Clerk to Bagillt Community Council, 12, Llys Pant Derw, Connah's Quay, Deeside, CH5 4QY or by E-mail to: clerk@bagilltcommunitycouncil.gov.uk
2. The Clerk will acknowledge a complaint within three working days of receipt by the manner received (post or E-mail), forward a copy of the Council's Complaints procedure and enter the complaint in a register kept for the purpose, numbering in the order received.
3. The Clerk will advise the Chairman (or in his or her absence the Vice-Chairman) as soon as possible of the receipt of a complaint and will forward him or her copy of the response to the complaint unless the Chairman (or the Vice Chairman as appropriate) in consultation with the Clerk is of the view that it is of such a serious nature that it should be fast-tracked to a Panel of Councillors as referred to in paragraph 5.
4. The response referred to in paragraph 3 above (unless to be dealt with by a Panel of Councillors) will be sent in writing by the Clerk within ten working days by the manner in which it was received.
5. If the complainant is not satisfied by the response from the Clerk (or if referred direct as indicated in paragraph 3) then it will be referred to a Panel of Councillors known as the Complaints Panel who will consist of the Chairman and Vice-Chairman and the immediate past Chairman.
6. A meeting of the Complaints Panel which will be convened by the Clerk in consultation with the three Members concerned will be convened as soon as practical and unless there are exceptional circumstances within 21 working days of receipt in writing of the original complaint if deemed to be of such a serious nature (paragraph 3) or further response from the complainant in the event of dissatisfaction with the reply from the Clerk (paragraph 5).
7. The Clerk will ensure that the complainant is kept informed of the progress and will advise that he or she has the right to make a complaint to the Public Services Ombudsman for Wales. A copy of the Council's Complaints procedure will be forwarded to any member of the public on request.
8. The Council will normally only consider complaints under the above procedure if they are received within six months of the complainant becoming aware of the problem, but are prepared to be flexible if there are exceptional circumstances.