



# **Radyr & Morganstown Community Council**

## **Cyngor Cymuned Radur a Threforgan**

### **COMPLAINTS PROCEDURE 2024**

#### **1. Aim of the Policy**

Radyr & Morganstown Community Council aims to handle complaints quickly, effectively and in a fair and honest way.

#### **2. What is Covered by this Policy**

- The definition of a complaint
- Who can make a complaint?
- How a complaint can be made
- The complaints process.
- Confidentiality
- Vexatious complaints
- Complaints about contractors
- Equalities statement
- Matters that are outside of the policy.

#### **3. The Definition of a Complaint**

*A complaint is an expression of dissatisfaction about the council's action or lack of action or about the standard of a service, whether the action taken or the service was provided by the council itself, a member acting on behalf of or could be perceived as acting on behalf of or a body acting on behalf of the council.*

#### **4. Who Can Make a Complaint**

Any member of the public or their representatives, staff, businesses, public and voluntary bodies can make a complaint about the council.

#### **5. How a Complaint Can be Made**

A complaint can be made in the following ways:

Post: The Clerk, Radyr & Morganstown Community Council, Old Church Rooms, Park Road, Radyr, Cardiff CF15 8DF

Email: [clerk@radyr.wales](mailto:clerk@radyr.wales)

## **6. The Complaints Process**

- The complainant must set out his/her complaint in writing or email to the Clerk.
- The Clerk will aim to acknowledge receipt of the written complaint within 5 working days.
- The Clerk will forward the written complaint to the Chair or Vice Chair for consideration by a panel of at least 3 councillors, where a panel is necessary. The Chair of the Council and the Clerk will use their discretion to decide whether a complaint is a matter for the whole council.
- The council aims to make their decision within 15 working days. If this cannot be done, the Clerk will inform the complainant of progress.
- The Clerk will notify the complainant of actions carried out and resolutions reached.
- If the complaint is not resolved to the complainant's satisfaction, they will be advised that if they wish to take the matter further than may contact the Ombudsman.

## **7. Confidentiality**

All complaints are treated with confidentiality.

## **8. Aggressive or Obsessive Complaints**

The Council wants to deal fairly and honestly with complainants and ensure that other people or the council as a whole do not suffer from vexatious complaints.

## **9. Complaints About Contractors**

The Council recognises complaints regarding the Council's contractors, and any organisation contracted to work for the Council, and will seek to resolve such complaints. The Council will forward complaints received in respect of other organisations to the appropriate bodies.

## **10. Equalities Statement**

The Council aims to handle all complaints fairly and honestly regardless of who makes a complaint. The Council treats all members of the community equitably and will not show bias to any particular individual or group.

## **11. Matters that are Outside the Policy**

The following matters are not included in this policy:

- Complaints which are subject to legal proceedings

### Flowchart (based on 6 above)

Complaint submitted.



Acknowledge within 5 working days.



Complaint forwarded to Chair or Vice Chair for consideration by a panel of councillors, where a panel is necessary.

Chair of the Council and the Clerk to decide whether a complaint is a matter for the whole council.



Decision within 15 working days or complainant advised of progress.

Clerk to notify the complainant of actions carried out and resolutions reached.



If the complaint is not resolved to the complainant's satisfaction, they will be advised that if they wish to take the matter further than may contact the Ombudsman.