



Langstone Community Council Complaints Procedure

Adopted: 09/09/2025

Review Date: 12/05/2026

Signed:



1. Purpose

Langstone Community Council is committed to delivering high-quality services and maintaining public confidence. This procedure outlines how complaints will be handled in accordance with best practice and recent legislative developments, including the Local Government and Elections (Wales) Act 2021 and the Public Sector Equality Duty.

2. Scope

This procedure applies to complaints made against the Council as a corporate body, its services, or its staff and members acting in an official capacity. It does not cover:

- Complaints about individual councillors (refer to the Public Services Ombudsman for Wales).
- Employment matters (handled via internal HR procedures).
- Requests for service or information (handled as routine correspondence).

3. Definition of a Complaint

A complaint is defined as an expression of dissatisfaction about the Council's actions, decisions, or service delivery that requires a response.

4. Principles

The Council will ensure that:

- Complaints are dealt with promptly, fairly, and transparently.
- Complainants are treated with respect and without discrimination.
- Reasonable adjustments are made to accommodate accessibility needs.
- Complaints are used to inform service improvements.

5. Procedure

Stage 1 – Informal Resolution

Complainants are encouraged to raise concerns informally with the Clerk or Chair. The Council will aim to resolve issues within 10 working days.

Stage 2 – Formal Complaint



Complaints should be submitted in writing to the Clerk. The complaint will be acknowledged within 5 working days and investigated. A written response will be provided within 15 working days.

Stage 3 – Review

If the complainant is dissatisfied, they may request a review by the Chair. A response will be issued within 15 working days.

Stage 4 – Complaints Panel

A panel of three councillors (excluding the Chair) will consider the complaint. The panel will meet within 20 working days and issue a decision within 10 working days of the meeting.

6. Unreasonable or Vexatious Complaints

The Council may decline to respond to complaints that are persistent, abusive, or without merit. A written explanation will be provided.

7. Anonymous Complaints

Anonymous complaints will be considered at the discretion of the Clerk, based on the seriousness and credibility of the issue raised.

8. Remedies

Where a complaint is upheld, the Council may offer:

- An apology
- An explanation
- A change in procedure
- Financial compensation (in exceptional cases)

9. Monitoring and Reporting

The Clerk will maintain a record of complaints and report annually to the Council on outcomes and trends.

10. External Escalation

If the complainant remains dissatisfied, they may contact:

Public Services Ombudsman for Wales 1 Ffordd yr Hen Gae, Pencoed CF35 5LJ
www.ombudsman.wales

