



LLANHENNOCK COMMUNITY COUNCIL COMPLAINTS PROCEDURE

Procedure

Should you need to complain please do so in writing, to the Chairman of the Llanhennock Community Council, Mr Richard Waters or any of the Councillors. The complaint should make clear the nature of the complaint and the grounds which support it, if available.

All complaints will be treated with confidentiality.

Complaints will be managed fairly and honestly.

Complaints should be made within a reasonable period, e.g. within 4 weeks of the event or matter you want to complain about.

Resolution (Stage One)

The Community Council will try to resolve the complaint as soon as possible (within two weeks of the Community Council meeting schedule).

If you are unhappy with the resolution response, you can ask the Community Council to consider your complaint as a Stage 2 investigation.

Investigation (Stage Two)

The Community Council will appoint a panel of Community Councillors to investigate your complaint.

You will receive a decision, based on the findings of the investigation, within 30 working days – unless there are circumstances which may not make this possible.

If the complaint is still not resolved/satisfied at this stage the individual may wish to take the matter further and contact the Ombudsman.