



## CWMAMAN TOWN COUNCIL COMPLAINTS PROCEDURE

**Adopted** February 2026

**Review** February 2027

### Policy Statement

The Cwmaman Town Council is committed to providing high-quality services and ensuring that all complaints, both internal and external, are dealt with efficiently, fairly, and transparently. This procedure outlines the steps for lodging and addressing complaints.

### Definitions

**Complaint:** An expression of dissatisfaction with the actions or services provided by Cwmaman Town Council.

**Complainant:** The individual or entity raising the complaint.

**Internal Complaint:** A complaint raised by a member of the Council's staff, Councilor, or volunteer about any aspect of the Council's operations.

**External Complaint:** A complaint raised by a member of the public or external stakeholders about any aspect of the Council's operations or services.

### Principles

The Town Council will handle all complaints following these key principles:

**Fairness:** All complaints will be treated impartially and without prejudice.

**Confidentiality:** Complaints will be handled with due confidentiality, with information disclosed only to those directly involved in the investigation.

**Transparency:** The Council will keep complainants informed of the progress and outcome of their complaint as appropriate.

**Timeliness:** Complaints will be addressed promptly, with reasonable timelines set for resolution.

**Accessibility:** The complaints process will be accessible to all, including those with disabilities or additional needs.

**Accountability:** The Council will learn from complaints and take necessary actions to prevent recurrence.

## Lodging a Complaint

### 4.1. Internal Complaints

Council members, staff, and volunteers may raise internal complaints using the following steps:

- a) Informal Resolution: In the first instance, individuals are encouraged to resolve concerns informally with the relevant person or department. This may involve a discussion or seeking clarification.
- b) Formal Complaint: If the issue remains unresolved or escalates, an internal formal complaint should be submitted in writing to the Town Clerk.

### 4.2. External Complaints

Members of the public and external stakeholders can lodge complaints as follows:

- a) Contact the Council: Complaints can be submitted in writing via email, letter, or through the Council's official website. Alternatively, complainants can call the Council to register their complaint.
- b) Formal Complaint: If the complaint cannot be resolved through initial contact, it will be formally recorded, and an acknowledgment will be provided.

## Investigation and Resolution

### 5.1. Internal Complaints

- a) The Town Clerk will initiate an investigation into the internal complaint. An appropriate officer or department head may be involved in the investigation.
- b) The investigation will be impartial and thorough, with interviews, document review, or other relevant steps taken as necessary.
- c) The Town Clerk will provide a written response to the complainant, summarizing the findings and any actions taken. This response will be issued within a reasonable timeframe.

### 5.2. External Complaints

- a) External complaints will be initially handled by the Town Clerk. The Council may designate an investigating officer or department head for the investigation.
- b) An acknowledgment of the complaint will be provided promptly. A full investigation will be conducted, including interviews, document review, or any other relevant steps.
- c) The Council will provide a written response to the complainant, summarising the findings and any actions taken. This response will be issued within a reasonable timeframe.

## Escalation

If the complainant is dissatisfied with the resolution of their complaint, they may request a review of the decision. The request should be submitted in writing to the Town Clerk, specifying the grounds for the review. The complaint will then be reviewed by the full council or relevant committee. The decision of the full council or relevant committee will be final.

## Records Keeping

All complaints, along with their resolutions, will be documented and retained by the Council for a minimum period as required by applicable laws and regulations.

## Review and Revision

This Complaints Procedure will be reviewed periodically to ensure its effectiveness and compliance with relevant laws and best practices. Any necessary revisions will be made accordingly.

## Contact Information

For any inquiries or to submit a complaint, please contact:

Town Clerk: Louise Dent

01269 823299

[clerk@cwmamantc.org](mailto:clerk@cwmamantc.org)

Date of approval 23<sup>rd</sup> February 2026

Clerk signature of approval \_\_\_\_\_

Chairs signature of approval \_\_\_\_\_

Next review date 23<sup>rd</sup> February 2027

Staff/Volunteer Name \_\_\_\_\_

Signature \_\_\_\_\_ Date \_\_\_\_\_