



Argoed Community Council

Complaints Policy

Argoed Community Council will listen and respond positively to any observations, comments or complaints that it may receive. It will accept and will put right or correct any mistakes made. Complaints made about the Council's actions or lack of action, or about the administration of the Council or its procedures will be dealt with as follows:

- Complaints can be made over the telephone, in writing or by e-mail.
- Complaints which are made verbally will be asked to be formalised in writing within seven days in order for the matter to be properly and accurately investigated. If this does not happen, unless it has been expressly agreed that there is no requirement to put the matter in writing, the complaint will not be considered any further.
- Complaints will be acknowledged within five working days of receipt by the manner received (in writing or by e-mail).
- The Clerk (or Assistant Clerk in the Clerk's absence) will advise the Chair (or in his or her absence the Vice-Chair) as soon as possible of the receipt of a complaint and will forward him or her a copy of it.
- The complaint will be placed on the agenda of the next Council meeting to be discussed by all Councillors.
- The complaint, after being discussed at the Council meeting, will be dealt with by the Clerk with a view to resolution. The Chair will be kept updated of progress and resolution of the said complaint.
- Any recommendation or change required as a result of any complaint shall be agreed by a formal Council resolution.
- Any complaints received during the August recess will be progressed by the Clerk in conjunction with the Chair, Vice-Chair and County Councillor representative, and progress or resolution reported to the September meeting.

Every effort will first be made by the Clerk and Chair to resolve complaints to the satisfaction of the complainant informally, or by providing an explanation.

The Complaints Policy will not apply:

- To complaints about the Clerk or Assistant Clerk. These will be dealt with internally as an employment matter and appropriate action taken as required. The Council will appoint a panel of three Councillors to consider the complaint further and report back to full Council.
- To complaints made about individual Councillors – breaches of the Members Code of Conduct should be reported to the Public Services Ombudsman for Wales.
- Where someone believes that a decision of the Community Council was unlawful, they may apply to the courts for a judicial review of the Council's decision.

If the complainant is still not satisfied with the response to their complaint, they can take their concern to the Public Services Ombudsman for Wales who investigates complaints of maladministration against Town and Community Councils in Wales. Any final response sent from the Community Council will provide this information.

Policy approved by Argoed Community Council on 2 December 2025.