



COMPLAINTS PROCEDURE

1. Menai Bridge Town Council is committed to providing a quality service for the benefit of the people who live or work in its area or are visitors to the locality. If you are dissatisfied with the standard of service you have received from this council, or are unhappy about an action or lack of action by this council, this Complaints Procedure sets out how you may complain to the council and how we shall try to resolve your complaint.

2. This Complaints Procedure applies to complaints about council administration and procedures including the delivery of services and provision of public amenities and complaints about how council employees have dealt with any concerns you have raised.

3. This Complaints Procedure does not apply to:

3.1. complaints by one council employee against another council employee, or between a council employee and the council as employer.

3.2. complaints against Councillors.

(Complaints against Councillors are covered by the statutory Code of Conduct for Members. Please refer to the Menai Bridge Town Clerk, or the Monitoring Officer at the Isle of Anglesey County Council, or the Public Services Ombudsman for Wales for information about the Code and how you can use it to call a Councillor to account.)

4. The appropriate time for influencing Council decision-making is by raising your concerns before the Council debates and votes on any matter included in the agenda for Council Meetings. You may do this by writing to the Council in advance of the meeting at which the item is to be discussed. There may also be the opportunity to raise your concerns in the public participation section of Council Meetings. If you are unhappy with a Council decision, you may raise your concerns with the Council, but please note that Standing Orders prevent the Council from re-opening issues for six months from the date of a decision, unless there are exceptional grounds to consider this necessary and the special process set out in our Standing Orders is followed.

5. You may make your complaint about the Council's procedures or administration to the Town Clerk. You may do this by writing to or e-mailing the Clerk. Please see below for contact information.

6. Wherever possible, the Clerk will try to resolve your complaint immediately. If this is not possible, the Clerk will normally acknowledge your complaint within five working days and it will be dealt with as soon as possible after that.
7. If you do not wish to report your complaint to the Clerk, you may make your complaint directly to the Chair of the Council who will report your complaint to the full Council. Please see below for information about contacting the Chair.
8. The Clerk or the Council (as appropriate) will investigate each complaint, obtaining further information as necessary from you and/or from Members, third parties and employees of the Council.
9. The Clerk will notify you within 20 working days of the outcome of your complaint and of what action (if any) the Council proposes to take as a result of your complaint. (In exceptional cases the twenty working days timescale may have to be extended. If it is, you will be kept informed.)
10. You also have a right to raise your complaint with the Public Services Ombudsman for Wales, but please note that the Ombudsman will usually expect you to have followed the Town Council's complaints procedure first.
11. Grounds for complaint to the Ombudsman may include dissatisfaction with the Town Council's response to an original complaint or with the time taken to deal with the matter. Full information about the Ombudsman's powers and procedures can be found at <http://www.ombudsman-wales.org.uk> .

CONTACTS:

The Town Clerk

Cyngor Tref Porthaethwy/Menai Bridge Town Council
Canolfan Coed Cynol
Ffordd Mona / Mona Road
Porthaethwy / Menai Bridge
Ynys Môn / Isle of Anglesey
LL59 5EA

Ebost/Email: townclerk@menaibridgetowncouncil.co.uk

Rhif Ffon / Phone Number: 01248 716959

Chair of the Council

For contact information for the current Chair of the Council please see the Council's website, or request the information from the Town Clerk [please note that you do not need to disclose your reason for making the request].

The Public Services Ombudsman for Wales

1 Ffordd yr Hen Gae
Pencoed
CF35 5LJ

0300 790 0203

[In accordance with its Welsh Language Scheme the Council welcomes communication in either Welsh or in English]