

BRONINGTON COMMUNITY COUNCIL COMPLAINTS PROCEDURE

(adopted 19th April 2017)

Bronington Community Council strive to provide the best public service for its electors and community as is possible.

However if you feel that the council has not fulfilled this in anyway including:-

- **A failure to fulfil a duty**
- **A failure to carry out an action in an appropriate way**
- **Acted in an unfair or unreasonable manner**
- **Discriminated against an individual or a section of the community**
- **Mismanaged something**

The council will take any complaint seriously and work hard to resolve the problem.

The following are a simple set of guide lines to help you make sure your complaint is handled both fairly and effectively.

For more information please contact the clerk to Bronington Community Council:-

Mrs Ruth Shackleton

Tel: 01948 770678

Email: broningtoncommunitycouncil@hotmail.co.uk

BRONINGTON COMMUNITY COUNCIL COMPLAINTS PROCEDURE

1. Tell us about your concern

Write, phone, email, or fax The Clerk, Ruth Shackleton. Full contact details can be found at the bottom of this sheet

Please be as precise as possible about your concern and we shall try to deal with it straight away.

The Clerk may need to look into the matter further before giving you a response and in the majority of cases we shall be able to resolve your concern within 10 working days. If for any reason we are unable to give you an explanation in that time, we shall contact you to let you know the reason why and when you can expect to hear from us.

2. Still not satisfied?

If you are not happy about how the Clerk has dealt with your concern, please complete and submit a Complaint Form addressed to the Chairman of the Council.

The Complaints Form is available from The Clerk to the Council and this should be completed and returned to the Chairman of the Council.

Wherever possible you should receive a written response to your complaint within 15 working days.

3. Full Council

However, if the Chairman has been involved and has not been able to provide a satisfactory solution, the full Council can be asked to look at your concern.

A letter to the Chairman is all that is needed. You then have an opportunity to discuss your concern with the full council membership, which will review all the steps taken to date and recommend any further action thought to be necessary.

4. Local Government Ombudsman

You are entitled to contact the Public Ombudsman for Wales at any stage. However, the Ombudsman will expect you first to have given the Council a chance to deal with your complaint.

The Ombudsman will ask the Council what has been done so far. He / she may feel that every reasonable action has been taken, or may decide to look into the matter further.

Clerk – Ruth Shackleton Tel : 01948 770678
Email: broningtoncommunitycouncil@hotmail.co.uk
Address: Langdale, Sarn, Malpas SY14 7LN

Chairman – Tel:
Email:
Address:

Public Ombudsman for Wales Tel: 0300 790 0203
Website: <http://www.ombudsman-wales.org.uk/>

**BRONINGTON COMMUNITY COUNCIL
COMPLAINT FORM**

Name	
Address	
Email Address	
Tel No.	
Nature of Complaint	
Details	
Date Submitted	
Date Received	
Action Taken	

Signed:- _____