



Builth Wells Town Council

Code of Practice for Builth Wells Town Council in Handling Complaints

1. If a complaint about procedures or administration is notified orally to a councillor or the Clerk and they cannot satisfy the complainant fully forthwith, either way the councillor or the Clerk shall record the matter in a 'Complaints Book' kept for that purpose. The complainant shall be asked to put the complaint in writing to the Clerk and be assured that it will be dealt with promptly after receipt.
2. If a complainant prefers not to put the complaint to the Clerk he or she shall be advised to put it to the Mayor.
3. (a) On receipt of a written complaint the Clerk or Mayor as the case may be, shall (*except where the complaint is about his or her own actions*) try to settle the complaint directly with the complainant but shall not do so in respect of a complaint about the behaviour of the Clerk or a councillor without first notifying the person complained of and giving an opportunity for comment on the manner in which it is intended to attempt to settle the complaint.
(b) Where the Clerk or Mayor receives a written complaint about his or her own actions he or she shall forthwith refer the complaint to the council.
4. The Clerk or Mayor shall report to the next meeting of the Council any written complaint disposed of by direct action with the complainant.
5. The Clerk or Mayor shall bring any written complaint which has not been settled to the next meeting of the Council and the Clerk shall notify the complainant of the date on which the complaint will be considered, and the complainant shall be offered an opportunity to explain the complaint orally.
6. The Council shall consider whether the circumstances attending any complaint warrant the matter being discussed in the absence of the press and public but any decision on a complaint shall be announced at the Council meeting in public.

7. As soon as may be after the decision has been made it and the nature of any action to be taken shall be communicated in writing to the complainant.
8. A Council shall defer dealing with any written complaint only if it is of opinion that issues of law or practice arise on which advice is necessary from the Association. The complaint shall be dealt with at the next meeting after the advice has been received.
9. The complainant has the right to complain to the Public Services Ombudsman for Wales – contact details as follows:
 - 0845 601 0987 (calls to this number are charged at local rate)
 - 1 Ffordd yr Hen Gae
Pencoed
CF35 5LJ
 - ask@ombudsman-wales.org.uk
 - www.ombudsman-wales.org.uk