

Rhosybol Community Council Complaints Policy

Rhosybol Community Council aims to provide high quality services which meet the needs of the Community. Any compliments and comments made will receive acknowledgment and suggestions will be discussed and may be adopted going forward.

Complaints regarding a service provided by Rhosybol Community Council, including those commissioned but carried out by contractors and/or third parties, should be made to the Clerk of the Council. If this is not appropriate, the Chair or Vice Chair should be contacted.

Only formal written complaints will be accepted.

All formal complaints will be recorded, and an acknowledgment sent within 10 working days

Complaints will be investigated, and a response sent within a reasonable timeframe. If this is not possible, an interim response will be made informing the complainant of reasons for the delay.

If the complainant believes that the complaint is not satisfied, they can appeal the final decision and will be forwarded to a committee of 3 members of Council who have not been directly involved in the investigation. Reasons for appeal and further evidence of your concerns may be required.

If the complainant is still not satisfied with the resolution, they may take their complaint to the relevant bodies.