

Tywyn Town Council

Complaints Policy

1. Introduction

1.1. This policy is for all complaints to the Council, whether these are minor, serious, informal or formal and apply to all services provided by the Council.

1.2. Separate arrangements, as prescribed by law, are in place in respect of complaints about Councillors. These arrangements are referred to in paragraph 7 below.

1.3. The Council believes that complaints can provide useful information and feedback on the quality of our services, procedures and practices. The effective handling of complaints will help us to improve the services provided on behalf of residents, visitors and those working within Tywyn.

1.4 A log of compliments, comments and complaints regarding Tywyn Town Council services will be maintained by staff and used to facilitate service improvement and to inform Councillors of issues.

2. Procedure Aims

2.1 The aim of this procedure is to swiftly investigate all complaints in an impartial manner and to find a solution to the satisfaction of both the complainant and the Council.

3. Definition of Complaints

3.1. People's perceptions differ widely. It is therefore difficult to give a precise definition of a complaint. However, for the Council's purposes, a complaint is an expression of dissatisfaction about a service undertaken by Tywyn Town Council or any of its employees or contractors.

3.2. More specifically, a complaint could be where:

The Council has not done something it has a duty to do or normally does.

The Council has done something it has no legal power to do.

The conduct or behaviour of an employee or contractor is unsatisfactory.

The established levels of service delivery are not reached.

3.3. This complaints procedure will not apply to complaints made anonymously.

4. What To Do if You Have a Complaint

4.1. The first priority is to raise the issue with the Town Council. To do this, please contact the Council. Your complaint can be made by telephone, email, in person or in writing, giving names and addresses and relevant dates with as much information as possible. Please clearly state that you wish to make a complaint. The appropriate details for contacting the Town Council are:

By telephone on 01645 712411

By email clerk@tywyntowncouncil.org.uk

In person or by letter to Tywyn Town Council, The Council Office, High Street, Tywyn, LL36 9AD

4.2 In many cases, it will be possible for an issue to be dealt with straight away and the source of the complaint resolved immediately.

4.3. For more complex issues, it is much better to put these in writing so that a thorough investigation can be undertaken. Investigations will be dealt with as quickly as possible. You will receive a written

acknowledgement of your complaint within five working days and a full response to your complaint will be provided as soon as possible

4.4. The Town Council will maintain a register of complaints showing dates, details of the complaint, complainant and the action taken to resolve the issue. This is available for all members of the Council to inspect. Serious complaints will be reported to Councillors.

4.5. If the complaint involves the Town Clerk personally, the complainant should address the complaint to the Chairman of the Council.

4.6 Complaints should be made within one month of the incident, or within one month of the last instance for an ongoing complaint. In exceptional circumstances, the Council may investigate complaints notified outside of the time period. The exceptional circumstances should be clearly stated in the complaint.

5. Putting Things Right

5.1. If following the investigation into the complaint the Council is found to be at fault, every effort will be made to resolve the complaint to the satisfaction of the complainant.

6. What If You Are Not Satisfied

6.1. If you are not satisfied with action taken by the Town Clerk, you should write to the Chairman of the Council. The Chairman will review the complaint, and all of the paperwork relating thereto, and will submit the complaint to a Committee of the Council for consideration.

6.2. In order to preserve any confidentiality issues, the Committee of the Council will normally deal with your complaint in a private session and your details will not therefore be released publicly.

7. What If I Have a Complaint About the Behaviour of a Particular Councillor (or Councillors)

7.1. Councillors are required to observe a Code of Conduct. If you believe that a Town Councillor has not followed the Code of Conduct, you can make a complaint.

7.2 If you want to complain about the conduct of a Councillor, please contact the Public Services Ombudsman for Wales

You can contact the Ombudsman by:

Telephone 0845 601 0987

Email ask@ombudsman-wales.org.uk

The website www.ombudsman-wales.org.uk

In writing to The Public Services Ombudsman for Wales, 1 Ffordd yr Hen Gae, Pencoed CF35 5LJ

7.3. A full copy of the Code of Conduct is available from the Council's office and on the Council's website.

8. Assistance or Advice Relating to Procedures or a Complaint

8.1. If you need any specific help or general guidance about the Council's procedures or about any specific complaint, please contact the Clerk.

In writing to The Town Clerk, Tywyn Town Council, The Council Office, High Street, Tywyn, LL36 9AD

By telephone 01654 712411

By Email clerk@tywyntowncouncil.org.uk

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