Peterston-super-Ely Community Council

Cyngor Cymuned Llanbedr-y-Fro

Concerns and Complaints Policy

Reviewed: October 2026

Approved: 13 October 2026 - Minute 10/13

Next Review Date: October 2027

1. Introduction

Peterston-super-Ely Community Council is committed to providing high quality services to residents and stakeholders. The Council welcomes comments, concerns and complaints in both English and Welsh as opportunities to improve the services it provides.

2. Scope of the Policy

This policy applies to concerns, comments and complaints regarding Council services, actions or decisions.

The policy does not apply where there is a separate statutory appeal process or where another formal procedure is available by law.

3. Raising a Concern

The Council encourages people to raise concerns informally where possible, as many issues can be resolved quickly and effectively without a formal complaint.

Concerns can be raised by:
Email: council@peterstonsuperely.org
Telephone: 07380 137056
Post:
The Clerk
Victoria Andrew
11 Georgian Way
Miskin
Pontyclun
RCT
CF72 8SG

4. Making a Formal Complaint

If a matter cannot be resolved informally, a formal complaint may be made through any of the contact methods listed above.

Complainants should provide sufficient information about the issue, including relevant dates, details and the outcome they are seeking.

5. Our Response

The Council will acknowledge receipt of a complaint within five working days, investigate the matter fairly and impartially, and aim to provide a full response within twenty working days. Where additional time is required, the complainant will be informed.

6. Complaints Involving Multiple Organisations

Where a complaint involves more than one organisation, the Council will work with the relevant organisations to coordinate a response and ensure the matter is handled appropriately.

7. Services Provided on Behalf of the Council

Where services are delivered by contractors or other organisations acting on behalf of the Council, complaints may initially be referred to that organisation for investigation and response.

8. Assistance and Accessibility

The Council is committed to ensuring that everyone can access the complaints process. Reasonable assistance and adjustments will be provided where required.

9. Learning from Complaints

The Council recognises complaints as valuable feedback. Information gathered through complaints will be reviewed regularly to identify lessons learned and opportunities for improvement.

10. Further Review and External Bodies

If a complainant remains dissatisfied following the Council response, they may contact the Welsh Language Commissioner or the Public Services Ombudsman for Wales, where applicable.

11. Confidentiality and Data Protection

All concerns and complaints will be handled sensitively and confidentially. Personal information will be processed in accordance with applicable data protection legislation.

12. Policy Review

This policy will normally be reviewed annually or sooner if legislative, regulatory or operational changes require amendment.