

LLANTWIT FARDRE COMMUNITY COUNCIL
CYNGOR CYMUNED LLANILTUD FAERDREF



COUNCIL MEETING

25th NOVEMBER 2025

REPORT OF THE CLERK

1. UPDATED COMPLAINTS POLICY 2025

- 1.1 The purpose of this report is to present the updated Complaints Policy 2025 to Council and to seek formal approval for its adoption. The updated policy reflects current good practice, incorporates the new 2025 guidance from One Voice Wales and the Public Services Ombudsman for Wales, and ensures that the Council's procedures for managing concerns and complaints are clear, fair, and robust
- 1.2 The Council's existing policy was last reviewed in 2024, since this time further sector guidance has been issued.
- 1.3 The 2025 version of the Complaints Policy attached at Appendix 1 of this report introduces the following improvements:
 - Clearer structure of the complaints process, setting out informal and formal stages.
 - Alignment with the Model Local Resolution Protocol, encouraging early resolution of low-level issues between councillors.
 - Defined roles and responsibilities for the Clerk, Chair, Vice-Chair, and Council members.
 - Improved accessibility for the public, using plain language and clearer instructions on how to submit concerns.
 - Timeframes for responding to complaints at each stage.
- 1.4 Approving the policy update will ensure that the Council is following good practice, which provides consistency and clarity in handling of complaints and concerns and will strengthen public trust in the Council's decision-making process.

2.. RECOMMENDATIONS

- 2.1. That the Council approves and formally adopts the updated Complaints Policy 2025, effective from 25th November 2025, and authorises the Clerk to publish the policy and implement the revised procedures