



Blaenau Gwent County Borough Council

Concerns and Complaints Policy

Version 4 April 2021

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7. What is a complaint

A complaint is:

- An expression of dissatisfaction or concern.
- Written or spoken or made by any other communication method.
- Made by one or more members of the public.
- About a public service action or lack of action, or the standard of service.
- Seeking a response.

It can be about the public service provider itself, a person acting on its behalf, or a public service provider partnership.

A complaint is not:

- An informal service, such as reporting a faulty street light.
- Reporting a service failure.
- An appeal against a decision of a public body.
- A means to seek change to legislation or to change a decision.
- A means for lobbying groups/associations to promote their cause.

8. Dealing with your concern

Stage 1

We will acknowledge your concern within 3 working days.

Stata

In some instances, we may ask to meet with you to discuss your concerns. Occasionally, we might suggest mediation or another method to try to resolve disputes.

our case files, notes of conversations, letters, emails or whatever may be relevant to your look at our policies, any legal entitlement and guidance.

Outcome

If we formally investigate your complaint, we will let you know what we find. If necessary, we will produce a report. explain how and why we came to our conclusions.

If we find that we made a mistake, tell you what happened and why.

If we find there is a fault in our systems or the way we do things, tell you what it is and how we plan to change things to stop it happening again.

If we make a mistake, we will always apologise for it.

Putting Things Right

something well, w now, position you would have been in done things properly.

If you had to pay for it, we would have done things properly.

You can contact the Ombudsman by:

Phone: 0300 790 0203

Email: ask@ombudsman.wales

The website: www.ombudsman.wales

Writing to: Public Services Ombudsman for Wales, 1 Ffordd yr Hen Gae,
Pencoed CF35 5LJ

In addition to the right to refer a complaint to the Public Services Ombudsman for Wales concerning the Welsh Language and our Standards if you feel that the complaint has not been resolved satisfactorily or that someone is interfering with your freedom to use Welsh, you may also complain directly to the Welsh Language Commissioner.

You can contact the Welsh Language Commissioner by:

Phone: 0845 6033221

Email:

12. Concern/Complaint form

Please note: The person who experienced the problem should normally fill in this form. If you are filling this in on behalf of someone else, please fill in section B.

A: YOUR DETAILS

Surname:	
Forename(s):	
Title:	
Address and Postcode:	
Email Address	
Daytime Phone Number:25.92	

What is your relationship to them?	
Why are you making a complaint on their behalf?	

C: ABOUT YOUR CONCERN/COMPLAINT

(please continue your answers to the following questions on a separate sheet(s) if necessary)

C.1 Name of the Department/Section/Service you are complaining about:
C.2 What do you think they did wrong, or failed to do?
C.3 Describe how you personally have suffered or have been affected.
C.4 What do you think should be done to put things right?
C.5 When did you first become aware of the problem?
C.6 Have you already put your concerns to the frontline staff responsible for delivering the service? If so, please give brief details of how and when you did so.
C.7 If it is more than 9 months since you first become aware of the problem, please say why you have not comp

Signature **Date**