

## Y BWRDD GWEITHREDOL 23AIN HYDREF 2017

### GWEITHDREFN DDIWYGIEDIG AR GYFER CWYNION A CHANMOLIAETH GAN GWSMERIAID A PHOLISI DIWYGIEDIG AR GYFER GWEITHREDOEDD ANNERBYNIOL GAN ACHWYNWYR

**Diben:** Darparu fersiynau wedi'u diweddarau o'r dogfennau, cyn ceisio cymeradwyaeth ffurfiol gan y Bwrdd Gweithredol.

#### Yr argymhellion / penderfyniadau allweddol sydd eu hangen:

Bod y Tîm Rheoli Corfforaethol yn ystyried ac yn cymeradwyo'r fersiwn ddrafft o'r weithdrefn a'r polisi diwygiedig.

Rhesymau: Er mwyn sicrhau bod ein dogfennau wedi'u diweddarau, yn addas i'r diben ac wedi'u cymeradwyo gan uwch-reolwyr.

Angen ymgynghori â'r Pwyllgor Craffu perthnasol NAC OES

Angen i'r Bwrdd Gweithredol wneud penderfyniad OES

Angen i'r Cyngor wneud penderfyniad NAC OES

#### YR AELOD O'R BWRDD GWEITHREDOL SY'N GYFRIFOL AM Y PORTFFOLIO:- Y Cynghorydd Mair Stephens

Y Gyfarwyddiaeth: Y Prif  
Weithredwr

Enw Pennaeth y Gwasanaeth:  
Wendy Walters

Awdur yr Adroddiad: John  
Tillman

Swyddi:

Y Prif Weithredwr Cynorthwyol  
(Adfywio a Pholisi)

Swyddog Gwybodaeth a  
Diogelu Data

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**EXECUTIVE SUMMARY  
EXECUTIVE BOARD  
23<sup>RD</sup> OCTOBER 2017**

**REVISED CUSTOMER COMPLAINTS & COMPLIMENTS  
PROCEDURE AND UNACCEPTABLE ACTIONS BY  
COMPLAINANTS POLICY**

**BRIEF SUMMARY OF PURPOSE OF REPORT.**

**Complaints & Compliments Procedure:**

The Council's current Complaints & Compliments Procedure has been in place since 2011 and is therefore in need of review.

The procedure sets out the way in which the Council deals with its complaints and includes guidance for staff on what matters fall outside the scope of the procedure, what to do when a complaint is received and how complaints can be escalated.

Having completed the review, the procedure remains a two stage process, although parts of the document have been clarified, simplified and updated.

The previous version of the procedure was not formally approved. It is considered that obtaining formal approval will give the procedure added weight if challenged.

**Unreasonable Actions by Complainants Policy:**

In a minority of cases people pursue their complaints in a way that is unreasonable and may behave unacceptably, or be unreasonably persistent in their contacts and representations. This can impede the investigation of their complaint (or complaints by others) and can cause significant resource implications for departments. These actions can occur either while their complaint is being investigated, or once an investigation has been concluded. In such circumstances the Council must reserve the right to bring the complaint to a close once the procedure has been exhausted. Equally, we reserve the right not to continue to deal with repetitive complaints from the same person on the same matter.

The Council therefore implemented a policy in 2012 in order to manage such instances. This has now been reviewed and brought into line with the current policy published by the Public Services Ombudsman for Wales, upon which it is based. It therefore reflects best practice in the area of complaints handling.

DETAILED REPORT ATTACHED ?

NO

## IMPLICATIONS

I confirm that other than those implications which have been agreed with the appropriate Directors / Heads of Service and are referred to in detail below, there are no other implications associated with this report :

Signed: Wendy Walters

Assistant Chief Executive

Policy, Crime & Disorder and Equalities <b>YES</b>	Legal <b>NONE</b>	Finance <b>NONE</b>	ICT <b>NONE</b>	Risk Management Issues <b>NONE</b>	Staffing Implications <b>NO</b>	Physical Assets <b>NONE</b>
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### 1. Policy, Crime & Disorder and Equalities

This report recommends the approval of a revised policy on managing unacceptable actions by complainants which will be implemented if approved by CMT and the Executive Board.

## CONSULTATIONS

I confirm that the appropriate consultations have taken in place and the outcomes are as detailed below

Signed: Wendy Walters

Assistant Chief Executive

**1. Scrutiny Committee** Not applicable

**2. Local Member(s)** Not applicable

**3. Community / Town Council** Not applicable

#### 4. Relevant Partners

The Public Services Ombudsman for Wales has been consulted on the revised Complaints Procedure and has responded that they are pleased that the procedure reflects the Model Concerns and Complaints Policy, which was created by a working group chaired by the Ombudsman.

The Unreasonable Actions by Complainants Policy is, as previously, based on an Ombudsman document.

**5. Staff Side Representatives and other Organisations** Not applicable

### Section 100D Local Government Act, 1972 – Access to Information

List of Background Papers used in the preparation of this report:

**THESE ARE DETAILED BELOW**

Title of Document	File Ref No.	Locations that the papers are available for public inspection
Customer Complaints & Compliments Procedure		It is intended to publish this on our website if approved
Unreasonable Actions by Complainants Policy		n/a