



## **Mold Town Council**

### **Concerns and Complaints Policy and Procedure**

Effective from: 29<sup>th</sup> October 2025

Review Date: October 2028

#### **1. Policy Statement**

Mold Town Council is committed to dealing effectively with any concerns or complaints you may have about our services. We aim to clarify any issues you may be unsure about. If we have made a mistake, we will acknowledge it, apologise and aim to put things right promptly. If we have failed to provide a service you are entitled to, we will provide it without delay. We also aim to learn from our mistakes to improve how we deliver services in the future.

#### **2. When to use this Policy**

This policy applies when you are unhappy with the standard of service, actions or lack of action by the Council. However, it does not apply to:

- First-time service requests;
- Appeals against statutory decisions (e.g. planning);
- Matters governed by other processes (e.g. Freedom of Information, Data Protection);
- Complaints involving legal proceedings or enforcement processes already underway.

In these cases, we will advise you on the correct route for progressing your issue.

#### **3. Accessibility**

- Copies of this policy and our complaints form are available in Welsh and alternative formats (e.g. large print). Please let us know if you require any adjustments to communicate your concern or complaint.

#### **4. Informal Resolution**

We believe it is best to resolve concerns as quickly as possible and close to the point of service. If you have a concern, raise it with the person you are dealing with. They will try to resolve it there and then. If the issue cannot be resolved informally, or if you remain dissatisfied, you can raise a formal complaint.

#### **5. How to make a Formal Complaint**

You can submit a complaint in any of the following ways:

- By phone: 01352 758532
- By email: [townclerk@moldtowncouncil.org.uk](mailto:townclerk@moldtowncouncil.org.uk)
- In writing: Town Clerk & Finance Officer, Mold Town Council, Unit 10, Daniel Owen Precinct, Mold CH7 1AP

Complaint forms are available from the Council Office, website or by request.



If you are acting on behalf of someone else., we will require written consent from that individual.

## **6. Acknowledgement and Communication**

- We will acknowledge your complaint within 5 working days.
- We will ask how you prefer to be contacted and note any communication or accessibility needs.
- We aim to deal with your concern in an open and fair way.

## **7. Time Limits for Complaints**

We normally expect you to contact us within 6 months of the event you are concerned about. We may accept complaints made later if there are strong reasons and sufficient evidence, but we will not normally consider issues older than three years.

## **8. Complaints Involving Other Organisations**

If your complaint involves another organisations (e.g. contractor or Health Board), we will:

- Coordinate with the organisation to agree who will lead on the response; or
- Refer you top the appropriate body if we are not responsible for the matter.

## **9. Investigation process**

Depending on the nature and seriousness of the complaint, it may be investigated by:

- The person responsible for the service;
- The Town Clerk
- An independent investigator for complex or sensitive complaints.

We will:

- Confirm our understanding of your compliant and the outcome you seek;
- Inform you who is handling your complaint;
- Respect your privacy and keep you informed throughout.

Most complaints will be resolved withing 20 working days. If it will take longer:

- We will explain the delay and set out revised timescales;
- We will provide regular updates.

We may invite you to a meeting or suggest mediation where appropriate.

## **10. Outcome and Response**

When the investigation concludes, we will explain:

- Our findings and conclusions;
- Any actions taken to put things right;
- Any changes we will make to prevent recurrence.

Where appropriate, we will provide a written report. We will apologies if we got something wrong and explain the steps being taken to improve our services.



## **11. Putting Things Right**

If we have:

- Failed to deliver a service – we will provide it.
- Done something badly – we will improve it.
- Caused you a loss – we will aim to restore your position and reimburse costs where appropriate.

## **12. Unreasonable Behaviour**

We expect all complainants to be polite and respectful. Aggressive, abusive or persistent unreasonable behaviour may be managed under our Unacceptable Actions by Complaints Policy.

## **13. Help to Complain**

If you need assistance to make your concern or complaint, we can:

- Help you directly;
- Refer you to advocacy services such as Citizens Advice or Flintshire Local Voluntary Council;
- Provide contact details for support services for under 18s, including:  
Meic Cymru: 080880 23456/ [www.meiccymru.org](http://www.meiccymru.org)  
Children's Commissioner for Wales: [post@childcomwales.org.uk](mailto:post@childcomwales.org.uk) / [www.childcom.org.uk](http://www.childcom.org.uk)

## **14. If you are not satisfied – The Ombudsman**

If you are not satisfied with our response, you may contact the Public Services Ombudsman for Wales:

Phone – 0300 790 0203

Email: [ask@ombudsman.wales](mailto:ask@ombudsman.wales)

Online: [www.ombudsman.wales](http://www.ombudsman.wales)

Post: 1 Ffordd yr Hen Gae, Pencoed CF35 5LJ

The Ombudsman is independent and will only consider your complaint after we have had the opportunity to respond.

## **15. Monitoring and Learning**

- All complaints will be recorded and reported to Council quarterly.
- Serious complaints and their outcomes are reviewed by Full Council at least twice annually;
- Where faults are identified, we will develop action plans and update complainants when changes have been implemented.

## **16. Review of Policy**

This policy will be reviewed every three years or sooner if required due to changes in legislation or operational guidance.



## **Approved by Mold Town Council**

Date:

Minute Reference:

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## **Resources used in drafting Concerns and Complaints Policy and Procedure:**

This policy has been developed with reference to current best practice and guidance from the following sources:

- Model Concerns and Complaints Policy and Guidance issued by the Public Services Ombudsman for Wales;
- One Voice Wales model policy templates and guidance notes;
- Relevant sections of the Local Government and Elections (Wales) Act 2021;
- Welsh Language Standards issues under the Welsh language (Wales) measure 2011;
- National guidance on complaint handling in the public sector, including accessibility and safeguarding considerations.