COMPLAINTS PROCEDURE

REVIEWED AND APPROVED BY FLINT TOWN COUNCIL ON 19th October 2026

COMPLAINTS PROCEDURE

1. All complaints about the Council's action or lack of action or about the standard of a service whether provided itself or on its behalf should be sent in writing to the Town Clerk either by post to Flint Town Council, Flint Town Hall, Flint, CH6 5NW or by E-mail to: townclerk@flinttowncouncil.gov.wales

2. The Town Clerk will acknowledge a complaint within three working days of receipt by the manner received (post or E-mail), forward a copy of the Council's Complaints procedure and enter the complaint in a register kept for the purpose, numbering in the order received.

3. The Town Clerk will advise the Mayor and Leader of the Council (or in his or her absence the Deputy) as soon as possible of the receipt of a complaint and will forward him or her copy of the response to the complaint unless the Mayor and Leader of the Council in consultation with the Town Clerk is of the view that it is of such a serious nature that it should be fast-tracked to a Panel of Councillors as referred to in paragraph 5.

4. The response referred to in paragraph 3 above (unless to be dealt with by a Panel of Councillors) will be sent in writing by the Town Clerk within ten working days by the manner in which it was received.

5. If the complainant is not satisfied by the response from the Town Clerk (or if referred direct as indicated in paragraph 3) then it will be referred to a Panel of Councillors known as the Complaints Panel who will consist of the Mayor and Leader of the Council and Deputy Mayor and the immediate past Mayor. If required, Chair's of Committee may be in attendance.

6. A meeting of the Complaints Panel which will be convened by the Town Clerk in consultation with the Members concerned will be convened as soon as practical and unless there are exceptional circumstances within 21 working days of receipt in writing of the original complaint if deemed to be of such a serious nature (paragraph 3) or further response from the complainant in the event of dissatisfaction with the reply from the Town Clerk (paragraph 5).

7. The Town Clerk will ensure that the complainant is kept informed of the progress and will advise that he or she has the right to make a complaint to the Public Services Ombudsman for Wales. A copy of the Council's Complaints procedure will be forwarded to any member of the public on request.

8. The Council will normally only consider complaints under the above procedure if they are received within six months of the complainant becoming aware of the problem but are prepared to be flexible if there are exceptional circumstances.