

(After reading the additional information below, please submit your complaints form selecting the most appropriate procedure).

Corporate Complaints Procedure

If you would like to make a compliment, comment, or a complaint you can speak or write to either the people in the relevant area, any member of Council staff or your Local Councillor. They will note down your compliment or comments and then pass them on to the right people to be used to improve our services.

Corporate:

What is the Complaints Process?

There are two stages in the complaints process, they are:

Stage 1

Informal Resolution – if possible, we believe it is best to deal with things straight away. If you have a complaint or concern, raise it with the person you are dealing with. He or she will try to resolve the matter for you. If the member of staff cannot help, they will explain why. At the informal resolution stage we will endeavour to respond to you as quickly as possible, within 10 working days. If it is not possible to resolve your complaint within this timescale, we will let you know.

Stage 2

Formal Consideration –

- You can express your concern/complaint in a number of ways:-
- You can ask for a copy of our complaint form from the person with whom you are already in contact. Tell them that you want us to deal with your concern/complaint formally.
- You can contact the complaints office on telephone: 01685 725000.
- You can use the form on our website at www.merthyr.gov.uk
- You can contact us by email mtcbccomplaints@merthyr.gov.uk
- You can write a letter to us at the following address: Complaint Office, Merthyr Tydfil County Borough Council, Civic Centre, Castle Street, Merthyr Tydfil CF47 8AN.

Dealing with your concern

We will formally acknowledge your concern within 5 working days and let you know how we intend to deal with it.

We will ask you to tell us how you would like us to communicate with you and establish whether you have any particular special requirements – for example, if you have a disability.

We will deal with your concern in an open and honest way.

We will make sure that your dealings with us in the future do not suffer just because you have expressed a concern or made a complaint.

Normally, we will only be able to look at your concerns if you tell us about them within six months. This is because it is better to look into your concerns while the issues are still fresh in everyone's mind.

We will tell you who we have asked to look into your concern or complaint. If your concern is straightforward, we will usually ask somebody from the service to look into it and get back to you. If it is more serious, we may use someone from elsewhere in the Authority, or in certain cases we may appoint an independent investigator.

We will set out to you our understanding of your concerns and ask you to confirm that this is correct. We will also ask you to tell us what outcome you are hoping for. The person looking at your complaint will usually need to see the files we hold relevant to your complaint. If you do not want this to happen, it is important that you tell us at the start of the complaints process.

If there is a simple solution to your problem, we may ask you if you are happy to accept this. For example, if you asked for a service and we see straight away that you should have had it, we will offer to provide the service rather than investigate and produce a report.

We will aim to conclude formal complaints within 20 working days. Where this is not possible you will be updated on the progress of the case and an extension of time negotiated.

If we do not succeed in resolving your complaint, you may complain to the Public Services Ombudsman for Wales. The Ombudsman is independent of all government bodies.

The Ombudsman expects you to bring your concerns to our attention first and to give us a chance to put things right.

The Public Service Ombudsman for Wales contact details are:-

Email: ask@ombudsman-wales.org.uk

Website: www.ombudsman-wales.org.uk

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

Telephone: 0845 601 0987