

GWYNEDD CABINET DECISION NOTICE

Date of Cabinet Meeting:	30 March 2021
Date decision will come into force and be implemented, unless the decision is called in, in accordance with section 7.25 of the Gwynedd Council Constitution	24 April 2021

SUBJECT

Item 6: THE COUNCIL'S COMPLAINTS AND SERVICE IMPROVEMENTS PROCEDURE

DECISION

- I. To adopt a new complaints procedure for the Council in accordance with Appendix 1.
 - II. To designate the Head of Corporate Support as the Responsible Officer.
 - III. To accept the annual reports and the Ombudsman's Annual Letter.
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REASONS FOR THE DECISION

The Council adopted its current corporate complaints policy back in 2014. It was expressed that the Public Services Ombudsman for Wales Act 2019 introduced a statutory basis for the complaints arrangements of public service providers in Wales. It was expressed that it enabled the Ombudsman to produce a model complaints procedure and placed a duty on authorities to ensure that they have compliant arrangements.

It was expressed that the Ombudsman has now published a model process and has sent it to providers, and authorities are required to submit their complaints handling procedures to the Ombudsman by 31 March 2021.

The Council is required to report annually on complaints and to submit the Ombudsman's Annual Letter.

DECLARATIONS OF PERSONAL INTEREST AND ANY RELEVANT DISPENSATIONS APPROVED BY THE STANDARDS COMMITTEE

No declarations of personal interest or relevant dispensations were received.

ANY CONSULTATIONS UNDERTAKEN PRIOR TO MAKING THE DECISION

The Statutory Officers were consulted to seek their views, which have been included in the report.

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SUBJECT

Item : GWYNEDD SUSTAINABLE VISITOR ECONOMY PRINCIPLES

DECISION

To agree to the Gwynedd Sustainable Economy Principles in draft form to commence a consultation process with the residents and businesses of Gwynedd.

To agree to continue discussions on a structure for the future implementation of the principles with Snowdonia National Park and any other relevant partner.

REASONS FOR THE DECISION

It was expressed that tourism was one of the priorities within the Council Plan. It was added that discussions have been held to develop the new Visitor Economy Principles for the county, and that Covid-19 and its impact on the economy has strengthened the need to review and agree on new principles for the future.

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