



REPORT TO THE JOINT COMMITTEE

22 SEPTEMBER 2021

Report by: Arwyn Thomas, GwE Managing Director

Subject: GwE Concerns and Complaints Handling Procedure

1.0 Purpose of the Report

1.1 To accept and approve GwE's Concerns and Complaints Handling Procedure.

2.0 Background

2.1 GwE is committed to dealing with any concerns or complaints regarding the service in a prompt and transparent manner according to the policies and protocols of Gwynedd Council as the host authority or, where appropriate, the policies of individual authorities.

2.2 Appendix 1 outlines GwE's procedure for dealing with concerns and complaints. The different types of possible complaints and protocols for dealing with them are outlined.

3.0 Recommendations

3.1 The Joint Committee is asked to accept and approve GwE's Concerns and Complaints Handling Procedure.

4.0 Financial implications

4.1 There are no financial implications arising from this report.

5.0 Equalities Impact

5.1 There are no new equalities implications arising from this report.

6.0 Personnel Implications

6.1 There are no new personnel implications arising from this report.

7.0 Consultation undertaken

7.1 Consultation with GwE Management Board.

8.0 Appendices

8.1 Appendix 1 - GwE Concerns and Complaints Handling Procedure

OPINION OF STATUTORY OFFICERS

Monitoring Officer:

The Public Services Ombudsman for Wales Act 2019 places a statutory requirement on public service providers in Wales to adopt complaints procedures that are consistent with a model process published by the Ombudsman. Whilst GwE itself is not subject to the requirements of the Act the adoption of these arrangements will ensure clarity on how to deal with any complaint received from a member of the public, whilst other matters are dealt with under the appropriate procedures currently in place .

Statutory Finance Officer:

I note that part 4 of the covering report confirms that there are no financial implications arising from approving the procedures for dealing with concerns and complaints. Therefore, I have nothing to add to the report in terms of financial propriety.