

Committee:	The Standards Committee
Date:	3 November 2025
Title:	Local Resolution Procedure
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Purpose:	To recommend a revised Local Resolution Procedure for adoption by the Full Council

Background

1. Around 2013 all major councils in Wales adopted a local resolution protocol ("LRP"). The intention was to create an informal process for dealing with low-level complaints without the need for a formal complaint to the Public Services Ombudsman for Wales. A couple of different models were created for TDLs at the time and Gwynedd adopted a procedure familiar to the Committee. That LRP has been refined over time.

3. The Public Services Ombudsman for Wales reviewed all local resolution protocols in Wales last year. He took advice from counsel on perceived problems with one or more of those protocols. It was conceded that Gwynedd LRP was among those that were highlighted as including examples of good practice in the field. However, given the legal opinion, the resolution arrangements need to be reviewed.

1. There is no clear legal basis for the role of the Standards Committee in order
 2. Arrangements are informal and should be about low-level complaints relating to "internal" matters.
4. This advice is attached as an exempt document (Appendix 1) to the report as it contains legal advice. In response to this I have reviewed the TDL and proposed amendments to the Committee for consideration (Appendix 2) with a view to agreeing a revised document to the recommendation for the Full Council to adopt. It will be seen from the advice received that there is room to adapt the arrangements while also retaining the elements of best practice.

Decision Sought

That the Committee review the Local Resolution Procedure and make a recommendation to the Full Council on a revised document.