

<b>Meeting:</b>	Council
<b>Date:</b>	4 December 2025
<b>Title:</b>	Local Resolution Procedure
<b>Author:</b>	Iwan G D Evans – Head of Legal Services – Monitoring Officer
<b>Purpose:</b>	To recommend a revised Local Resolution Procedure for adoption by the Council

## Background

1. In around 2013 all principal councils in Wales adopted a local resolution procedure ("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 at the time and Gwynedd adopted it's own procedure. The LRP has been refined subsequently but remains broadly the same.

3. The Public Services Ombudsman for Wales reviewed all local resolution protocols in Wales last year. She took advice from counsel on perceived problems with one or more of those protocols. It was noted that Gwynedd LRP was among those that were highlighted as including examples of good practice. However, given the legal opinion, the resolution arrangements needed to be reviewed. This was around two specific issues in the case of the Gwynedd procedure.

- (a) There is no clear legal basis for the role of the Standards Committee in the procedure. The first issue is absence of the legal power of the Standards Committee to impose a resolution through locally adopted processes. Secondly, at no time does the procedure exclude a possible complaint to the Ombudsman. In that scenario the Standards Committee would have already been involved in the matter and could not sit as an independent tribunal.
- (b) Arrangements are informal and should be about low-level complaints relating to "internal" matters.

The first was of particular significance and was common to a majority of the LRP's. The 2<sup>nd</sup> was a point of clarification as to the boundaries of the process. I would add that we have no recorded instance of any resolution procedure proceeding to the third Standards Committee stage.

4. In response to this the LRP has been reviewed and proposed amendments presented to the Standards Committee for consideration (Appendix 1). They considered the report on the 3<sup>rd</sup> of November and recommended that Full Council adopts the changes .

**Decision Sought**

**That the Council approves the amendments to the Local Resolution Procedure set out in Appendix 1.**

**Monitoring Officer**

**Report author**

**Chief Finance Officer**

*I support the decision sought and have no comments from the perspective of financial propriety."*