



GOVERNANCE AND AUDIT SUB-COMMITTEE

4th June 2026

TITLE: Compliments, Comments and Complaints Policy

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1. PURPOSE OF THE REPORT

- 1.1 This report presents the Compliments, Comments and Complaints Policy for consideration by the CJC's Governance and Audit Sub-Committee.
- 1.2 The policy sets out the approach to receiving, managing and learning from the feedback we receive.
- 1.3 Establishing this policy supports transparency, accountability and continuous improvement.

2. DECISIONS SOUGHT

- 2.1. The Governance and Audit Sub-Committee is asked to consider the draft Compliments, Comments and Complaints Policy and recommend its adoption by the Corporate Joint Committee.

3. REASON FOR THE DECISION

- 3.1 Having a clear complaints policy reduces the risk of inconsistent complaint handling, poor record keeping, missed learning, avoidable escalation to the Ombudsman and reputational damage. Regular monitoring and reporting will support organisational learning and provide assurance to senior management and the Governance and Audit Sub-Committee.

4. BACKGROUND AND RELEVANT CONSIDERATIONS

- 4.1 The CJC is continuing to develop its governance arrangements as an emerging organisation.
- 4.2 An effective feedback framework ensures concerns are addressed fairly and learning is captured.
- 4.3 The policy reflects established practices across Welsh, UK public bodies and aligns with the six principles for good administration set out by the Public Services Ombudsman (Wales) under section 34 of the Public Services Ombudsman (Wales) Act 2019.

5. HOW FEEDBACK WILL BE MANAGED

- 5.1 The approach includes informal resolution and formal investigation stages: Stage 1 complaints would normally be dealt with by an appropriate manager within the relevant service area. Stage 2 complaints should normally be considered by a Director or another suitably senior officer who has not been directly involved in the matter complained about.
- 5.2 Complaints will be acknowledged, investigated proportionately, and responded to clearly.
- 5.3 Complaints will usually receive a response within the stated period (20 working days). However, where more time is required, due to the matter's complexity or requiring further investigation, the complainant will be notified within that period. They will also receive an explanation as to why an extension is necessary, along with an indicative revised timescale.
- 5.4 Lessons learned will be used to improve services.

6 GOVERNANCE AND OVERSIGHT

- 6.1 Complaints will be recorded, monitored and reported to senior management and, where necessary, the Governance and Audit Sub-Committee.

7 LEGISLATIVE CONTEXT

- 7.1 The policy aligns with key legislation including the principles of good complaint handling, as set out by the Public Services Ombudsman (Wales) Act 2019, as well as the Local Government and Elections (Wales) Act 2021, Well-being of Future Generations (Wales) Act 2015, Equality Act 2010, Welsh Language (Wales) Measure 2011, and Data Protection legislation.
- 7.2 This is a corporate complaints policy. It is important to note that it should not replace or cut across separate statutory, legal, HR, whistleblowing, data protection, freedom of information, member conduct, procurement challenge or appeal processes. Those matters should be signposted to the appropriate route instead.

8 DEVELOPING OUR APPROACH

- 8.1 Processes and systems will continue to evolve alongside organisational development.

9 FINANCIAL IMPLICATIONS

- 9.1 There are no financial implications of this report.

10 LEGAL IMPLICATIONS

- 10.1 The legal implications are addressed in the body of this report.

APPENDICES:

Appendix 1: Compliments, Comments and Complaints Policy

STATUTORY OFFICERS RESPONSE:

i. Monitoring Officer:

The introduction of a clear corporate complaints policy is supported from a governance perspective. The policy should assist with consistent complaint handling, appropriate escalation, record keeping, organisational learning and transparency. It is also important that the policy remains clearly confined to corporate complaints and does not cut across separate statutory, legal, HR, whistleblowing, data protection, freedom of information, member conduct, procurement challenge or appeal processes, all of which should continue to be dealt with under the appropriate route. Subject to that, the report and policy are considered appropriate for consideration by the Governance and Audit Sub-Committee and recommendation to the Corporate Joint Committee.

ii. Statutory Finance Officer:

I support the proposed Policy, which is a further step in the development of the governance structure of the Corporate Joint Committee.