



# Blaenau Gwent County Borough Council

## Complaints and Compliments

### 1. Introduction

As a Local Authority there is a duty to have in place a complaints policy and procedure.

The procedure places the emphasis on the initial local resolution stage (Stage 1) with complainants being offered a discussion to resolve the matter. The second formal stage (Stage 2) provides for independent investigation. If the outcome of Stage 2 does not satisfy the complainant, recourse to the Public Services Ombudsman for Wales becomes available.

Citizens making complaints have a right to be listened to properly and have their concerns resolved quickly and effectively.

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### 2. About this report

This is an interactive tool, designed to allow you to view the information in as much or as little detail as you wish.

Navigate using the various links. View the information using the various filters.

### 3. Using this report

Clicking on a link will take you to the relevant page. Use any available filters on that page to refine what is being displayed in the associated graph / chart etc.

For further information about links and filters, click on the handy hints in the list of contents

