



WALES PENSION PARTNERSHIP JOINT GOVERNANCE COMMITTEE

DATE 5 DECEMBER 2022

SUBJECT

NEW POLICIES / PLANS

RECOMMENDATIONS / KEY DECISIONS REQUIRED:

To approve WPP's Complaints Policy

REASONS:

A Complaints Policy has been developed for the Wales Pension Partnership (WPP) and requires approval by the Joint Governance Committee (JGC).

Report Author:
Chris Moore

Designation:
Director of Corporate Services
**Carmarthenshire County
Council**

Tel No. 01267 224160

E. Mail:
CMoore@carmarthenshire.gov.uk

**EXECUTIVE SUMMARY
JOINT GOVERNANCE COMMITTEE**

DATE 5 DECEMBER 2022

NEW POLICIES / PLANS

BRIEF SUMMARY OF PURPOSE OF REPORT

A Complaints Policy has been developed for the WPP which provides guidance to the Constituent Authorities (CAs) on the procedure to follow in relation to WPP operational and service quality matter complaints. The policy details where complaints should be directed and the procedure to be followed, including the stages involved, the responsible parties, and timescales.

Some key points to note:

- This policy applies to the eight CA's of the WPP.
- This policy does not extend to any parties that do not receive a service directly from the WPP nor does it cover complaints about a WPP service provider.
- This policy relates solely to operational matters and service quality matters.
- The IAA contains a section on the Alternative Dispute Resolution which sets out the process under which any dispute between the CAs in relation to matters covered by the IAA will be resolved. The IAA is ultimately the legal underpinning of the WPP and any complaints or disagreements concerning matters within the IAA should be resolved with reference to the Alternative Dispute Resolution.
- There are 2 stages:
 - Stage 1 – the informal resolution stage which will be dealt with by the Host Authority, and
 - Stage 2 – the formal resolution stage which will be dealt with by either the Officers Working Group or Joint Governance Committee, depending on the nature of the complaint.

DETAILED REPORT ATTACHED?

YES

IMPLICATIONS

Policy, Crime & Disorder and Equalities	Legal	Finance	Risk Management Issues	Staffing Implications
YES	NONE	NONE	NONE	NONE
Policy The Complaints Policy will be a formal document for the Wales Pension Partnership.				

CONSULTATIONS

Details of any consultations undertaken are to be included here

**Section 100D Local Government Act, 1972 – Access to Information
List of Background Papers used in the preparation of this report:
THESE ARE DETAILED BELOW**

Title of Document	File Ref No.	Locations that the papers are available for public inspection/WEBSITE LINK