

Newport City Council Customer Feedback Policy: Compliments, Comments  
and Complaints



Newport City Council Feedback Policy: Compliments, Comments and Complaints  
Version 1.3

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## **Our commitment**

Newport City Council is committed to dealing effectively with any compliments, concerns or complaints you may have about the services we provide.

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## **Introduction**

The Policy and Guidance published by the Public Service Ombudsman for Wales under Section 36 of the Public Services Ombudsman (Wales) Act 2019 was used as a basis for this policy.

Newport City Council aims to follow six principles when dealing with complaints;

- Focussed on the complainant at the centre of the complaint process
- Providing a clear and simple process for complainants
- Treating complainants fairly, equally and with dignity
- Responding promptly to complaints with a thorough reply
- Being honest and clear in responses to complaints
- Using feedback from residents to make improvements to services and decisions.

This policy covers all complaints about services provided by the Council. Some of the special arrangements for complaints handling are set out in the next few paragraphs.

## **Social Services including Fostering Services**

We are committed to ensuring our services are of a high standard. If we have done something wrong or you want to tell us what we have done well, we want to hear from you.

You will be listened to and provided advice or support, where needed. We will tell you how we will look into your complaint or share your feedback.

We adhere to specific legislation and regulations to ensure we can meet specific standards and use feedback to improve services.

This policy will explain how you can share your compliment, comment or complaints about the service we have provided to you, or service you are entitled to receive.

The Policy incorporates the legislation of Social Services Complaints Regulations (Wales) 2014 for all social services functions, in accordance with the Social Services and Wellbeing (Wales) Act 2014. The Policy has considered the regulations as set out in the Code of Practice for the Local Authority Fostering Service (Wales) Regulations 2018, specifically regulation 39.

This Policy supports residential services to comply with the Regulation and Inspection of Social Care (RISCA) (Wales) Act 2016 and comply with the Social Services and Wellbeing Act 2014.

Services that are required to comply with the RISCA regulations are as follows:

- care home services
- secure accommodation services
- residential family centre services
- domiciliary support services

Further information on the Council's regulated service can be found on the council's website, calling 01633 656656, or email [info@newport.gov.uk](mailto:info@newport.gov.uk).

### **Safeguarding Complaints**

Complaints regarding safeguarding are subject to specific procedures. If the nature of your complaint is subject to the Gwent Safeguarding Board Complaints Procedure we will advise you of this, and refer your concerns to the Board.

Complaints investigations may be put on hold whilst safeguarding investigations are ongoing. However, we will explain this and advise you when your complaint can be considered, if appropriate, following the conclusion of safeguarding investigations.

[Gwent Safeguarding Board Complaints Procedure](#)

## Service Providers and Partners

The Council will at times ask other organisations to act on their behalf, or to provide a service to you. The Council will ensure that any partners or providers providing services on behalf of the Council deal with your complaint appropriately. In the first instance, we will encourage the service provider to put right any concerns you may have. However, if you feel this has not been resolved we will work with the partner or service provider to consider your complaint.

How this is handled will be agreed between the Council and service provider. Specific arrangements for each partner or service provider will be publicised in an appropriate way, for example, on the service providers website. If you are not sure where your complaint should be directed, please contact the Council for advice.

## Schools

Services provided by schools are subject to separate policies within each school. If you have a complaint regarding a school please approach the head teacher of the school in the first instance – further details about school complaints can be found on school websites or the Newport City Council website; [www.newport.gov.uk](http://www.newport.gov.uk)

Newport City Council are committed to ensuring that all schools comply with their statutory duties when dealing with your complaint. If you feel that the school have not handled your complaint in accordance with their complaints policy, you can ask us to look at this for you. This includes complaints about bullying.

Please ask the school to share their Bullying Policy with you if you have any concerns regarding bullying.

More information can be found here;

<http://www.newport.gov.uk/en/Schools-Education/Bullying.aspx>

## Coroners Service Complaints

The Coroners service is subject to specific legal and complaints procedures, dependent on the nature of the complaint. You may choose to raise a complaint or concern regarding the service with the Council, however, you may need to bring this to the attention of someone else, which can be explained to you.

[A Guide to Coroner Services for Bereaved People \(publishing.service.gov.uk\)](http://publishing.service.gov.uk)

## Civil Parking Enforcement Complaints

If you are dissatisfied with the service you received by a Civil Parking Enforcement officer or the service itself, you can raise your concerns with the Council. Where you wish to dispute a fine or challenge this, you will need to direct your concerns to <https://www.swpg.co.uk/LanguageChoice.aspx>

## Definition of Complaints, Compliments and Comments

### Complaints

The Council has adopted the following definition of a complaint suggested by the Public Services Ombudsman (Wales):

- An expression of dissatisfaction or concern.
- Written or spoken or made by any other communication method.
- Made by one or more members of the public
- About a public service provider's action, or lack of action. or the standard of service provided.
- Something which requires a response.

### Compliments

A compliment may be "An expression of praise concerning a high level of service delivery and/or customer care received."

### Comments

Comments may be "Proposals to help the Council improve its service delivery and/or aspects of customer care."

Comments and compliments will be recorded and monitored in line with arrangements included later in this policy. If it is appropriate a response will be provided within 10 working days.

## What is not a complaint?

A complaint is not:

- The first reporting of a fault, e.g. a faulty street light.
- An initial service request, e.g. fly tipping to be removed.
- A first request for information, or explanation of the Council's policies or decisions.

- A means to seek change to legislation or a 'properly made' decision. For example, legislation or policies have been correctly applied, e.g. the setting of council tax rates. However, if you think we have applied the policy incorrectly or unfairly you can make a complaint about how the policy was applied.
- A means for lobbying groups/organisations to seek to promote a cause.
- Complaints issues that are not the responsibility of the Council, for example those that are for other organisations such as Health Boards.
- A request under the Freedom of Information Act 2000. More information about this can be found here;

[Freedom of information | Newport City Council](#)

The Council does not consider the following to be complaints under this policy;

### **A request for service**

If you are telling us about something which you think needs to be done, for example, repairing a pothole, then you are requesting a service. You must first give us a chance to respond to the request for service.

However, if you make a request for service and you are not satisfied with our response, you will be able to complain using this policy as we describe below.

### **Appeals against a decision**

In some circumstances, you may have a right to appeal against a decision which the Council has made.

Some examples of these are:

- a refusal to grant you planning permission
- not giving your child a place in a particular school or nursery
- awards and decisions made regarding Housing Benefits
- reductions in provision of care
- the process for bidding for accommodation through Home Options
- decisions about Housing Benefits and Council Tax Reduction Scheme

When this is the case, we will explain to you how you can appeal.

## **Complaints about Councillors**

These are not covered by this policy but can be made directly to the Public Services Ombudsman (Wales). The relevant contact details can be found below.

## **Complaints involving other legal or disciplinary proceedings**

There are some circumstances where it is not appropriate for the Council to consider a complaint if such consideration would prejudice the conduct of certain proceedings or investigations. Those circumstances include:

- The complainant indicates in writing that they are taking or intend to start legal proceedings
- The Council is considering legal proceedings, for example, care proceedings of Court of Protection proceedings or enforcement notices.
- The Council is taking or proposing disciplinary proceedings against a staff member
- A prosecuting authority, for example, the police or the Care and Social Services Inspectorate for Wales, is investigating with a view to criminal prosecution
- If a complaint investigation may compromise any adult or child safeguarding process.

If any of these circumstances apply, it may be necessary to put the investigation of a complaint “on hold” until the conclusion of those other proceedings. In circumstances where a legal judgement has already been decided, you may be directed back to the Courts.

## **Freedom of Information and Data Protection Act Enquiries**

This policy does not apply if the matter relates to a Freedom of Information or Data Protection issue. In this circumstance, you should contact our Information Governance team on 01633 656 656 or [info@newport.gov.uk](mailto:info@newport.gov.uk)

## **How to raise a complaint**

### **Informal resolution**

If possible, we believe it is best to deal with things straight away rather than try to sort them out later. If you have a concern, raise it with the person you are dealing with. He or she will try to resolve it for you there and then. If there are any lessons to learn from addressing your concern, then the member of staff will record this in an appropriate way.

We will aim to do this within 10 working days. If the issue is not resolved at this stage you can request a formal investigation (see below).

## How to express concern or complain formally

You can express your concern in any of the ways below.

- You can ask for a copy of our complaint form from the person with whom you are already in contact. Tell them that you want us to deal with your concern formally.
- You can use the form on our website at: [www.Newport.gov.uk/complaints](http://www.Newport.gov.uk/complaints)
- You can e-mail us at: [complaints@newport.gov.uk](mailto:complaints@newport.gov.uk)
- You can call on: 01633 656 656 if you want to make your complaint over the phone.
- You can write a letter to us at the following address: Complaint Resolution, Newport City Council, Civic Centre, Newport, South Wales, NP20 4UR
- Feedback is welcomed in Welsh, English or other languages.

Copies of this policy and the complaint form are available in Welsh, and in alternative languages upon request, as well as audio, large print and Braille.

## What we expect from you

We believe that all complainants have the right to be heard, understood and respected. However, we also consider that Council staff have the same rights. We therefore expect you to be polite and courteous in your dealings with us. We accept that circumstances leading to a complaint may have been upsetting or distressing, but we will not tolerate aggressive or abusive behaviour, unreasonable demands or unreasonable persistence.

When we find that someone's actions are unacceptable, our [Unacceptable Actions by Customers Policy](#) will apply. The policy can be found on the Newport City Council website.

## The Welsh Language and Equalities

The Welsh Language Measure 2011 and the Equalities Act 2011 require the council to record, respond to, monitor and report on complaints on Welsh language and equalities matters. Further information on Welsh Language and Equalities can be found on the Council's website.

We keep a record and keep a copy of the complaints we have received each year about the Welsh language and the Welsh Language Standards. We report annually

on equalities and Welsh language. You can find more information on how we report on matters arising from complaints in the 'Learning Lessons section.'

The council will respond to any complaints made in Welsh, in Welsh, and to the same timescales and quality as an English language complaint. If you wish to discuss a matter with a member of staff you can do so in Welsh. If a Welsh speaking member of staff is not available we will offer simultaneous translation.

The Council encourages people to contact us first regarding any complaint, so that we can deal with the matter promptly and have the chance to put things right if possible. If you feel you have not received a Welsh language service, or are dissatisfied with the standard of the Welsh language service received, a complaint can also be made directly to the Welsh Language Commissioner. The Commissioner's contact details can be found in the 'Ombudsman and Welsh Language Commissioner' section. The Welsh Language Commissioner expects such complaints to be made within 12 months of you becoming aware of the problem.

If you feel that you have been treated unfairly or disadvantaged in any way by a service or lack of service by the council, we would like to hear from you so that we can put it right. However, the Council's complaints procedure would not be able to conclude if any discrimination has occurred under the Equalities Act 2010.

If you think your complaint involves the Council not meeting their duties under the Equality Act 2010, we will tell you who can support you.

You can seek support and advice from the Citizens Advice services;

<https://www.citizensadvice.org.uk/wales/>

### **Dealing with your concern**

The Council has a two stage approach to dealing with your concerns.

- We will formally acknowledge your complaint within 2 working days, for both stage 1 and 2 complaints
- If for any reason we cannot accept your complaint or we do not consider that investigation is appropriate, we will write to you explaining why. If possible we will identify any further action you can take and/or advise you of other organisations who may be able to help you.
- We will ask you to tell us how you would like us to communicate with you and establish whether you have any particular requirements – for example, if you have a disability.
- We will deal with your concern in an open and honest way.

- We will make sure that your dealings with us in the future do not suffer just because you have expressed a concern or made a complaint.
- If your complaint is complex, we may need up to 5 working days to make further enquiries. This will ensure we provide the best advice to you for handling your complaint.
- We will record your complaint within our recording system and provide you with a reference number.

### **Informal resolution (Stage 1)**

If possible, we believe it is best to deal with things straight away rather than try to sort them out later. If you have a concern, raise it with the person you are dealing with. He or she will try to resolve it for you there and then. If there are any lessons to learn from addressing your concern, then the member of staff will record this in an appropriate way.

We will aim to do this within 10 working days. If the issue is not resolved at this stage you can request a formal investigation (see below).

### **Formal investigation (stage 2)**

We will aim to resolve concerns as quickly as possible and expect to deal with the vast majority within 20 working days for complaints about most services. The vast majority of complaints about Social Services will be dealt with in 25 working days. If your complaint is more complex, we will:

- let you know within this time why we think it may take longer to investigate
  - tell you how long we expect it to take.
  - let you know where we have reached with the investigation
  - give you regular updates, including telling you whether any developments might change our original estimate.
1. We will tell you who we have asked to look into your concern or complaint. If there is a simple solution to your problem, we may ask you if you are happy to accept this. For example, where you asked for a service and we see straight away that you should have had received it, we will offer to provide the service rather than investigate and produce a report.
  2. If it is appropriate, we may use someone from elsewhere in the authority or outside the authority to investigate. For example, if the complaint is about Social Services we will appoint an Independent Investigator to complete the investigation.

3. The Officer investigating your complaint will set out our understanding of your concerns and ask you to confirm that we've got it right. They will also ask you to tell us what outcome you are hoping for.
4. The person who is investigating your concerns will establish the facts. The extent of the investigation will depend on how complex and how serious the issues you have raised are. The person looking at your complaint may need to see files we hold relevant to your complaint. If you don't want this to happen, it's important that you tell us.
5. In some instances, we may ask to meet you to discuss your concerns. Occasionally, we might suggest mediation to try to resolve disputes.
6. The Investigating Officer will look at relevant evidence. This could include files, notes of conversations, letters, e-mails or whatever may be relevant to your particular concern. If necessary, they will talk to staff or others involved and look at our policies and procedures, and any legal entitlement and guidance.

### **How to express concern or complaint formally**

You can express your concern in any of the ways below.

- You can verbally share your complaint with a member of staff who is supporting you or providing a service to you e.g. your support staff, housing officer, or social worker.
- You can ask for a copy of our complaint form from the person with whom you are already in contact. Tell them that you want us to deal with your concern formally.
- You can use the form on our website at: [www.Newport.gov.uk/complaints](http://www.Newport.gov.uk/complaints)
- You can e-mail us at: [complaints@newport.gov.uk](mailto:complaints@newport.gov.uk)
- You can call on: 01633 656 656 if you want to make your complaint over the phone.
- You can write a letter to us at the following address: Complaint Resolution Team, Newport City Council, Civic Centre, Newport, South Wales, NP20 4UR
- Feedback is welcomed in Welsh, English or other languages.

Copies of this policy and the complaint form are available in Welsh, and in alternative languages upon request, as well as audio, large print and Braille.

You can also share your compliment or comments in the same way.

### **Timescales**

Normally, we will only be able to look at your concerns if you tell us about them within 12 months. This is because it is better to look into your concerns while the issues are still fresh in everyone's mind.

We may exceptionally be able to look at concerns which are brought to our attention later than this. However, you will have to give us strong reasons why you have not been able to bring it to our attention earlier and we will need to have sufficient information about the issue to allow us to consider it properly. (In any event, regardless of the circumstances, we will not consider any concerns about matters that took place more than three years ago).

### **Representing somebody else and advocacy**

Any representative may make a complaint on behalf of someone else in the following circumstances:

- They have been asked to do so by the person they are representing
- The person they are representing is a child
- The person they are representing lacks capacity as defined by the Mental Capacity Act 2005
- The person they are representing is ill or has died (in appropriate circumstances)

**If you are expressing a concern on behalf of somebody else, we will need confirmation of their agreement to you acting on their behalf.**

If you are complaining as an organisation or group, we will ask that we have a point of contact who will represent the group as a sole point of contact.

### **What if there is more than one professional body or organisation involved?**

If your complaint covers more than one organisation e.g. Newport City Council and South Wales Police we will usually work with the other organisation to decide who should take a lead in dealing with your concerns. You will then be given the name of the person responsible for communicating with you while we consider your complaint.

If the complaint is about an organisation working on our behalf you may wish to raise the matter informally with them first. However, if you want to express your concern or complaint formally we will look into your complaint ourselves, unless we have agreed a contractual complaints process within the organisation providing the service. If a contractual complaints process is in place, we will still monitor complaints received and how the contractor deals with them.

## Outcome

If we formally investigate your complaint, we will let you know what we have found in keeping with your preferred form of communication. This could be over the phone, by letter or e-mail, for example. If necessary, we will produce a report. We'll explain how and why we came to our conclusions.

- If we find that we got it wrong, we'll tell you what happened and why it happened.
- If we find there is a fault in our systems or the way we do things, we'll tell you what it is and how we plan to change things to stop it happening again.
- If we got it wrong, we will always apologise.

## Putting Things Right

If we got something wrong we will apologise. If possible, we'll put right any mistakes we may have made.

- If we didn't provide a service you should have received, we will aim to provide it if that is practical and sensible
- If we didn't do something well enough we will try to do improve this
- If you have lost out as a result of a mistake on our part we'll try to put you back in the position you would have been in if we'd got it right.

## Privacy Notice

Please refer to our Privacy Notice that will provide you with information on how we use your data, and who we may need to consult with regarding your complaint, where appropriate.

If you do not wish for certain aspects of your information to be used or forwarded to others, you will need to let us know. However, please be advised that this may impact an investigation, as we may not be able to consider all information.

Newport City Council will provide a summary of complaints, responses and any subsequent action taken to the Welsh Ministers within 28 days upon request.

Anonymised quarterly complaints data is shared with the Public Service Ombudsman. More information about how anonymised data about compliments, comments and complaints are shared can be found in the

The Privacy Notice can be found here;

[Complaints and compliments privacy notice August 2019 \(newport.gov.uk\)](#)

## **Roles and Responsibilities**

Newport City Council has the necessary resources available to support the delivery of this Policy, including:

**The Complaint Resolution Team:** The team is responsible for co-ordinating responses to all complaints which are not resolved at the informal stage. The team help to ensure that consistent, high quality responses are given to complainants within the timescales of this policy.

**The Scrutiny Committee:** The Committee ensures that the Policy is adopted and in place. It is not appropriate for the Scrutiny Committee to be involved in the investigation of individual complaints. However, the Scrutiny Committee will review regular reports on the number and type of complaints received, their outcomes and any remedial action taken as a consequence. These reports will be presented twice a year.

**The Senior Leadership Team (SLT):** The SLT will review regular reports on the themes and Lessons Learnt from the feedback received consequence.

**Responsible Officer:** The Complaint Resolution Manager is responsible for ensuring the Policy is adopted and the guidance is followed.

**All staff:** all staff are responsible for recording feedback from residents, and responding as appropriate.

## **What we expect from you**

We believe that all complainants have the right to be heard, understood and respected. However, we also consider that Council staff have the same rights. We therefore expect you to be polite and courteous in your dealings with us. We accept that circumstances leading to a complaint may have been upsetting or distressing, but we will not tolerate aggressive or abusive behaviour, unreasonable demands or unreasonable persistence.

When we find that someone's actions are unacceptable, our [Unacceptable Actions by Customers Policy](#) will apply. The policy can be found on the Newport City Council website.

## Monitoring

Reports are shared for monitoring purposes in the following ways;

Meeting	Frequency	Format
Senior Leadership Team (SLT)	Quarterly Half Yearly	Electronic Report / Verbal
Complaint Standards Authority for Wales (CSA)	Quarterly	Electronic
Cabinet	Half Yearly	Report / Verbal
Audit Committee	Half Yearly	Report / Verbal
Overview And Scrutiny Committee	Annually	Report / Verbal

## Training for Council Employees

We will provide training to staff to support them to deal with feedback effectively. This includes training on the Council's Comments, Compliments and Complaints Policy.

Training may be provided in English or Welsh depending on the requirements of the staff being trained.

## Ombudsman, Welsh Language Commissioner and Care Inspectorate Wales

## Public Service Ombudsman for Wales

If we do not succeed in resolving your complaint, you may complain to the Public Services Ombudsman for Wales. The Ombudsman is independent of all government bodies and can look into your complaint if you believe that you personally, or the person on whose behalf you are complaining:

- have been treated unfairly or received a bad service through some failure on the part of the organisation providing it
- have been disadvantaged personally by a service failure or have been treated unfairly.

The Ombudsman expects you to bring your concerns to our attention first and to give us a chance to put things right. You can contact the Ombudsman by:

- phone: 0845 601 0987
- e-mail: [ask@ombudsman-wales.org.uk](mailto:ask@ombudsman-wales.org.uk)
- the website: [www.ombudsman-wales.org.uk](http://www.ombudsman-wales.org.uk)
- writing to: Public Services Ombudsman for Wales,  
1 Ffordd yr Hen Gae,  
Pencoed  
CF35 5LJ

## The Welsh Language Commissioner

The Welsh Language Commissioner considers complaints regarding the provision of public services in Welsh.

You can contact the Welsh Language Commissioner by:

- phone: 0845 6033 221
- e-mail: [post@welshlanguagecommissioner.wales](mailto:post@welshlanguagecommissioner.wales)
- writing to: Welsh Language Commissioner,  
Market Chambers,  
5/7 St Mary Street,  
Cardiff  
CF10 1AT

The Welsh Language Commissioner will pass on complaints that Newport City Council has failed to provide a service in Welsh. The Council will consider the complaint using the two-step process explained in this policy.

Residents can complaint directly to the Council about failures to provide services in Welsh. The Council will consider the complaint using the two-step process explained in this policy. Complaints about failing to provide services in Welsh Language are reported to the Welsh Language Commissioner in the Council's Annual Complaint Report.

### Care Inspectorate Wales and Social Care Wales

Care Inspectorate Wales (CIW) register, inspect and take action to improve the quality and safety of services for the well-being of the people of Wales. You can also tell CIW if you remain unhappy about the outcome of a complaint raised with the registered service or local authority social service. We will review your concern and consider what appropriate actions we may take in response.

You can contact CIW by:

0300 7900 126

Welsh Government Office

Sarn Mynach

Llandudno Junction

LL31 9RZ

[ciw@gov.wales](mailto:ciw@gov.wales)

### [Raising a concern about care services | Care Inspectorate Wales](#)

Social Care Wales have three main aims, which are to develop the workforce, improve care and support and increase public confidence in care. These are designed to complement and support the work of the Welsh Government, the care sector and other organisations to secure the well-being of future generations in Wales.

For employers, workers or members of the public who want to raise a concern about a social care worker you can direct this to Social Care Wales who will be able to advise further.

Social Care Wales,

South Gate House,

Wood Street,

Cardiff,

CF10 1EW

[info@socialcare.wales](mailto:info@socialcare.wales)

### **Learning lessons**

We take your concerns and complaints seriously and try to learn from any mistakes we've made. A summary of all feedback (including those received about the Council's compliance against Welsh Language Standards) is shared with the Senior Leadership Team and Scrutiny Committee twice a year. This includes any themes identified, and Lessons Learnt.

Where there is a need for change, we will develop an action plan setting out what we will do, who will do it and when we plan to do it by.

### **What if I need help?**

Our staff will aim to help you make your concerns known to us. If you need extra assistance, we will try to put you in touch with someone who can help. In all circumstances we will pay due regard to your particular circumstances.

### **Age Cymru**

029 2043 1555

[advice@agecymru.org.uk](mailto:advice@agecymru.org.uk)

[Contact Age Cymru \(ageuk.org.uk\)](http://ageuk.org.uk)

Age Cymru,  
Ground Floor,  
Mariners House,  
Trident Court,  
East Moors Road,  
Cardiff,  
CF24 5TD.

### **NYAS (National Youth Advocacy Service)**

[help@nyas.net](mailto:help@nyas.net)

0808 808 1001

## **Shelter Cymru**

08000 495 495

[Contact us - Shelter Cymru](#)

## **Young People**

You can use this concerns, complaints and compliments policy if you are someone under the age of 18. You can contact the Complaint Resolution team who will support and help you use this concerns and complaints policy:

Contact details are:

Complaint Resolution Team

Newport Council Civic Offices

NP20 4UR

Email: [complaints@newport.gov.uk](mailto:complaints@newport.gov.uk)

If you are still unhappy or need further help, you can contact the Children's Commissioner for Wales. Contact details are:

Children and Young People's free phone number; 0808 801 1000

Or text 80 800 and start your message with COM

[post@childcomwales.org.uk](mailto:post@childcomwales.org.uk)

[www.childcom.org.uk](http://www.childcom.org.uk)

Oystermouth House

Phoenix Way

Llansamlet

Swansea

SA7 9FS

### **Other relevant Policies, Procedures and Guidance**

- The Complaints Process Flow Charts
- The Unacceptable Actions by Complainants Policy
- Future Generations and Wellbeing Act 2014
- Gwent Safeguarding Board Complaints Procedure 2020
- Social Services Representations Procedure (Wales) 2014
- Regulation and Inspection of Social Care (Wales) Act 2016
- The Regulated Fostering Services (Services Providers and Responsible Individuals) (Wales) Regulations 2019
- The Equality Act 2010
- The Equality Act 2010 (Statutory Duties) (Wales) Regulations 2011
- The Welsh Language (Wales) Measure 2011
- The Welsh Language Standards (No.1) Regulations 2015 (in particular Standards 147,148 and 149)
- Environmental Protection Act 1990
- Rights, respect, equality: Statutory Guidance for Local Authorities
- Various Appeals Procedures, including but not limited to:
  - Refusal of Planning Permission
  - School Admissions
  - Special Education Needs (SEN)
  - Housing Benefit Decisions
  - Home Options
  - Planning Applications
  - Civic Parking Enforcement Notices (FPN)