

## Appendix A

### Proposed Amendments to the Complaints, Comments and Compliments Policy

NOTE: Proposed changes to the existing Policy are shown in *italics* and underlined.

#### **Section 4.2**

The Complaints procedure will generally exclude:-

- Complaints concerning matters of a political nature which are best addressed to the local councillor.

#### **Section 7. 1**

The purpose of a Stage 1 review is to investigate a complaint where informal resolution has not been possible or the complainant remains dissatisfied. Once it has been established that the officer who takes the information is unable to resolve the complaint informally, they will take full details of the complaint along with contact details from the complainant and inform the Customer Relations Officer in order for it to be logged and sent to the appropriate department to be investigated.

#### **Sections 7.3 to 7.5**

7.3 It is important at this stage that the complainant be reassured that their complaint will be treated as confidential; their identity will not be made public; they will not receive adverse treatment from the Council because of the complaint and the complaint is being taken seriously.

7.4 The Customer Relations Officer will send a reminder to officers investigating a Stage 1 response at least 5 working days before their response is due to be sent to the complainant.

7.5 If the complaint cannot be resolved within TWENTY working days of the original complaint, the investigating officer should advise the Customer Relations Officer as soon as possible of the reasons why the timescales cannot be met and when a full response can be expected. The Customer Relations Officer will, in turn, inform the complainant in writing before offering the complainant the opportunity to progress to Stage 2.

#### **Section 7.7**

The words 'resolved and 'unresolved' are to be deleted – deletions shown in brackets.

The purpose of Stage 2 is to give customers the opportunity to identify where they feel that the complaint has not been adequately investigated (*or resolved*) at Stage 1. This may include highlighting where the Stage 1 response is considered by the complainant to be incomplete, unclear or unhelpful (*or unresolved*). In these instances, the customer must outline the reasons why they are not satisfied and what outcome they would like to see. A Stage 2 review will be considered if received by the Council within ten working days of our reply to Stage 1.

#### **Section 7.10**

To be deleted- this is repeated earlier in point 7.8; see below –

7.8 - An escalation to Stage 2 of the process will not normally be considered if the complainant does not provide reasons or information to show that the Stage 1 response is not adequate. Stage 2 should not simply be invoked because a customer disagrees with the response at Stage 1 but has no substantive reason or information to dispute it.