The Corporate Complaints Procedure - 1 October 2018

- The following procedures are mandatory for a Level 1 complaint.
  
  a) The Complaint should be logged on the complaints enquiry form in the case management system - via website, Customer Services Centre or Case Management Team.
  
  b) The Case Management Officer (CMO) should send acknowledgement in writing via email or letter (if requested) to complainant within a maximum of 3 working days. The service level agreement starts from the date of acknowledgement or on the 4th working day.
  
  c) The CMO liaises with the Operational Manager in the relevant service area to obtain information and asks for a response to be provided back to them within 15 working days.
  
  d) The CMO responds to the complainant on the 15th working day using email, letter or chatter facility (allowing for the complaint to be sense checked and matters raised properly addressed). The response will be issued in the Operational Manager’s name. Is the CMO expected to check the content and/or grammar? If so, these are junior graded staff and is this really reasonable??
  
  e) If the response cannot be provided within 15 working days the Operational Manager must inform the Case Management Officer and a holding response sent to the complainant, detailing an extension of 10 working days to the investigation.

- The following procedures are mandatory for a Level 2 complaint.

  The above process will be repeated with the variation that a Level 2 complaint investigation will be undertaken by a member of the Senior Leadership Team outside of the service area.

If the complainant feels the matter has not been resolved to his/her satisfaction on completion of Level 2 in the Council’s Complaints Procedure, they may refer the matter to the Local Government Ombudsman.