

Overview of Corporate Complaints Procedure

Complaint Raised

- Your complaint will be referred to the Complaints and Information Team to be logged and acknowledged.
- Your complaint will be allocated to a Complaints Officer within 5 working days who will assess the concerns you have raised and decide if we are able to accept your complaint through the Council's Complaints Process.
- The officer may need to make some further enquiries before your complaint can be progressed. They may contact you to get a better understanding of your concerns.

Stage 1

- If we accept your complaint, the Complaints Officer will refer it to the relevant manager to investigate and provide a response within 20 working days.
- If we are unable to accept your complaint, we will explain the reasons why to you and offer you further advice.
- A response is usually provided within 20 working days. If an extension is needed, we will explain the reason and confirm the new response date.
- The Complaints Officer will monitor progress of your complaint and be your point of contact with the Council until the complaints process is complete
- If you are dissatisfied with the Stage 1 response you should contact the complaints team within 10 working days to request your complaint is considered or escalated to Stage 2 of the Complaints procedure
- The officer may ask you to clarify your remaining concerns and the outcome you are seeking from the Council.

Final Stage

- Your complaint will be referred to a senior service manager or director who will review your complaint and the response you have received at Stage 1 with assistance from the Complaints Officer. You will receive a full response within 20 working days to confirm the Council's final decision about your complaint.
- Your complaint has now completed the Council's Complaints Procedure. If you remain dissatisfied with the outcome and the Council's final response at Stage 2 you can now refer it to the Local Government and Social Care Ombudsman.
- <https://www.lgo.org.uk/> or
- Tel: 0300 061 0614.