

At a glance - what changes are being proposed to the corporate complaints policy and procedures?

Area/ topic	What it is currently	Proposal
“title”	Complaints and Customer Feedback Policy and Procedures	Include word “corporate” from feedback from customers and suggestions from Councillors – Have your say Comments, Compliments and Complaints Corporate Policy and Procedures
Version control, status and retention	Version only	Include all of these on front page
The 4 Cs	not included	Align to the LGSCO approach
staff conduct	not included	To include but only for logging and sending to appropriate line manager to consider any relevant HR process
English Fluency	Not included	To include as per HMG Code of Practice on the English language requirements for public sector workers
Timescale to raise a complaint	not included	To include a 12 month timescale and/or determination of special circumstances
compliments	not included	Timescale to acknowledge compliments if requested - 10 working days
	not included	Timescale to respond if requested 20 working days
Comments	not included	Timescale to acknowledge if requested - 10 working days
	not included	Timescale for response if requested - 20 working days
Complaints - stages	Informal and 3 stages	2 grades – reflects other processes such as FOI, SARs etc and legislation led complaints requirements
Complaints – timescales	Stage 1 – 5 Stage 2 – 15	5 working days for acknowledgement

	Stage 3 - 20	To do as soon as possible but timescale will be determined by the team based on nature, complexity etc of complaint Grade 1 – 20 working days Grade 2 - 30 working days But no longer than 3 calendar months If outside council remit – 10 working days
Complaints – if agree	Not included	What to do if we agree with complainant and guidance
Complaints – ownership/multiple complaints	Not included	Section on ownership and ownership of multiple complaints
LGSCO/HSO	Not included	Limited guidance on what happens during a LGSCO or HSO case
Outcomes of complaints	Not included	Guidance including saying sorry
Handling claims for personal injury or financial loss/insurance claims	Not included	Links and guidance to Corporate Finance and Commercial Procurement manager / insurance and risk management team; ex gratia payments guidance and procedures
Customer facing policy	Not included	Provided but will form website pages
Unreasonable or unreasonably persistent complaints	Part 6	Updated and best practice (from LGSCO guidance) procedures and guidance
Monitoring system	Not included	Short description provided
Reporting Information	Part 8	Updated and best practice/benchmarked with other LAs complaints managers. Removed FOI etc information as provided separately

Roles and responsibilities	Not included	Information provided
Investigating a complaint	Not included	Guidance provided outside of document/training material
Problem solving meetings	Not included	Guidance provided outside of document / training material
Responses	Not included	Guidance provided outside of document / training material for writing letters, emails, speaking to complainants on the phone and in person Sample responses for use in letters/emails including “authorisation to release information to a 3 rd party”
Where this policy / procedure does not apply	List provided	Section explaining why it does not apply and providing list with contact details
FAQs and staff guidance	Not included	Appendix provided – will form training/guidance and intranet pages – this includes why changed, how to support customers to use online form, top tips for handling customer feedback; FAQs
Handling 4Cs on social media	Not included	Appendix provided – guidance and intranet pages for staff on how these should be managed, linking into the policy and procedures
Equality/accessibility guidance	Not included	Appendix provided – guidance and intranet pages for staff and links to accessibility guidance on intranet etc