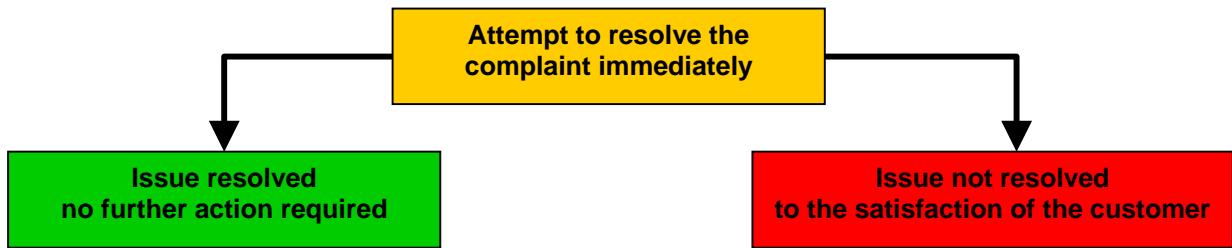


Customer Feedback - Complaints Procedure Flow-Chart

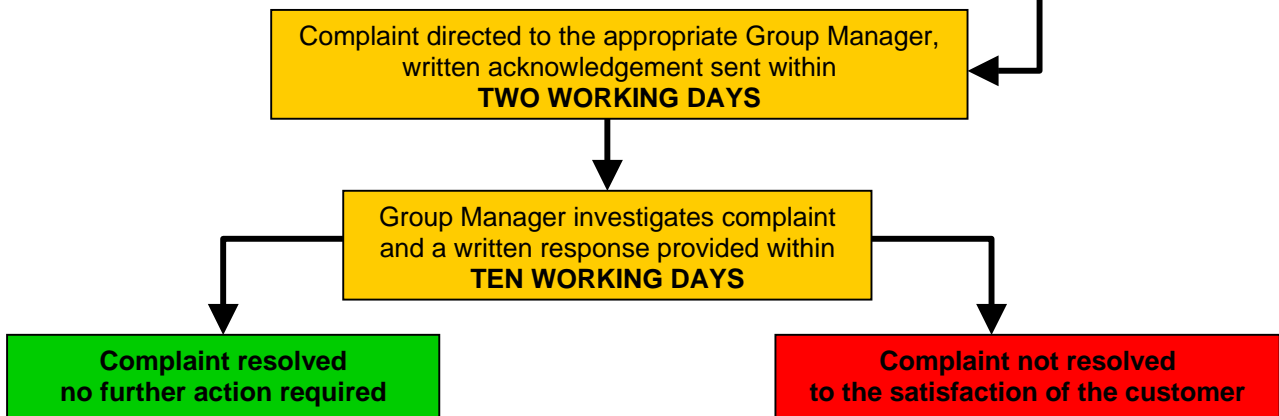
STAGE 1 – Service Level Complaint

This is the first opportunity for a Service to resolve a customer's dissatisfaction, and the majority of complaints will be resolved at this stage, either by the member of staff receiving the complaint or by the supervisor / manager of the Service concerned.



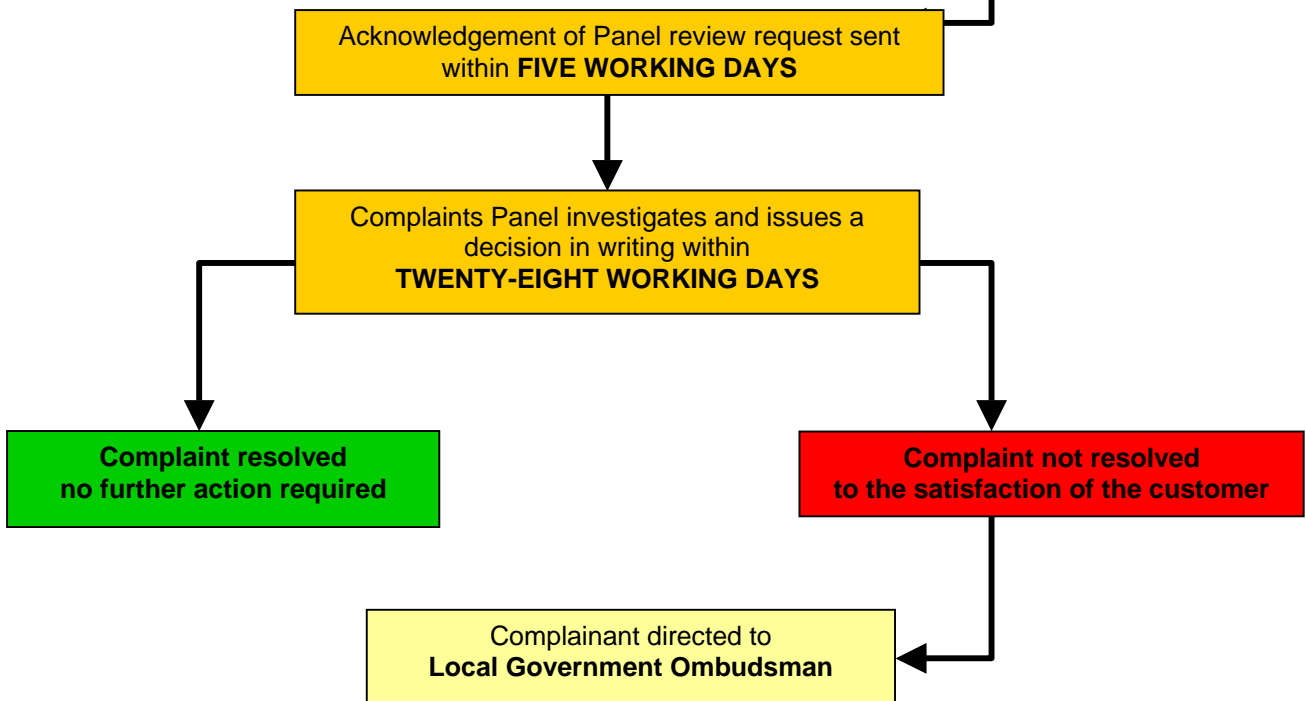
STAGE 2 – Service Level Review

The process for the Group Manager to look into a complaint not resolved at stage 1.



STAGE 3 – Complaints Panel

If the Complainant remains dissatisfied with the Council's handling of the Complaint it will be reviewed by a panel of 2 Councilors and the Chief Executive (or in his absence one of the Strategic Directors).



A customer can complain directly to the Local Government Ombudsman (LGO). The Ombudsman will usually investigate a complaint only after it has been through all of our complaints procedure. There are some exceptions to this rule, advice can be sought from the LGO Advice Team on 0300 061 0614.

In all cases a complainant has 28 days, from the date of a written response, in which to request that their complaint is escalated to the next Stage.