

**UNISON REPORT REF: CUSTOMER COMPLAINT PROCESS
ECF**

Unison has concerns regarding an increase in procedural complaints against employees, instigated by members of the public By improper methods ie; contacting councilors or chief officers directly.

Unison believes that this process of contact removes any protection that employees of the council possess

By instigation of a proper complaints procedure, this would alleviate a vast amount of matters that arise, in giving the resident and member of the public reasonable time to reflect on incidents that may occur out of sheer frustration, due to the way the council provide their services,

Unison also believe that time lost for all concerned, would benefit the financial position of the council (saving on lengthy and costly investigations person hours etc)