

Appendix 3

Overview of the Council's revised Corporate Complaints Policy

Our policy defines a complaint as:

“An expression of dissatisfaction by one or more members of the public about the council's action or lack of action or about the standard of a service”.

We operate a three stage complaints process designed to resolve the issue to the customer's satisfaction as fully and speedily as possible.

Stage 1

We will try and resolve the complaint at the first point of contact. If we can't resolve the complaint straightaway we will provide the customer with a response within 10 working days. We will inform the customer of their right to go to the next stage of the process if they remain dissatisfied.

Stage 2

The complaint will be referred to an appropriate service manager to review the complaint further. We will respond to the customer within 20 working days.

Stage 3

If the complainant continues to be dissatisfied following Stage 2, the complaint can be reviewed by the appropriate Corporate Director for the final time.

Further details on the complaints policy and the improvements the Council are introducing in the Management of complaints can be obtained from Phillip Mears – Corporate Complaints Officer
020 8736 6792 ext. 6792