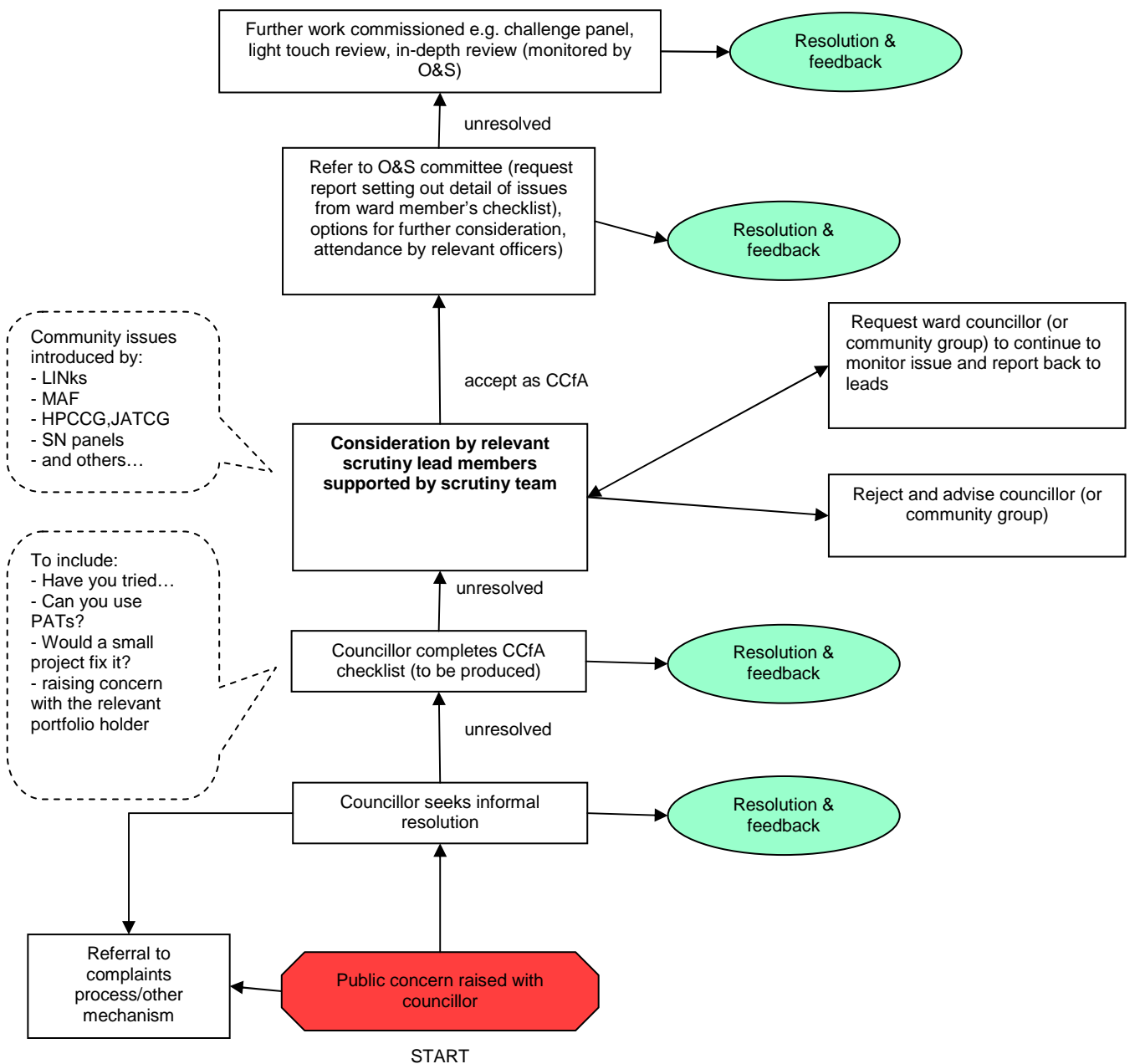


Appendix 2 Councillor call for action – process map



When issues not dealt with through the complaints process or other routes

CRM data analysed and reported to Performance and Finance scrutiny sub committee (annually plus exception reporting (TBC))

Areas which support CCA when complaints process is clear and is adhered to by resolving individual issues, concerns or complaints

Queries through **Access Harrow** (web, email, write, phone, text, fax, drop-in); complaints channelled through complaints form

Other routes: Councillors' surgeries, CAB, children's centres, primary care/GPs, Connexions, schools, youth centres, libraries, sports centres, police stations, healthy living centres, community premises, Harrow People (copy of complaints forms), Question Time, committees (public questions, petitions, deputations)

Community safety routes of reporting: Race hate crime, ASB, domestic violence, third party reporting sites, safer neighbourhood teams, ward panels, probation/community payback, neighbourhood watch, safer transport teams, Harrow Business Against Crime

This stage-the process will depend on an effective complaints system to minimise the flow of matters through to O&S.