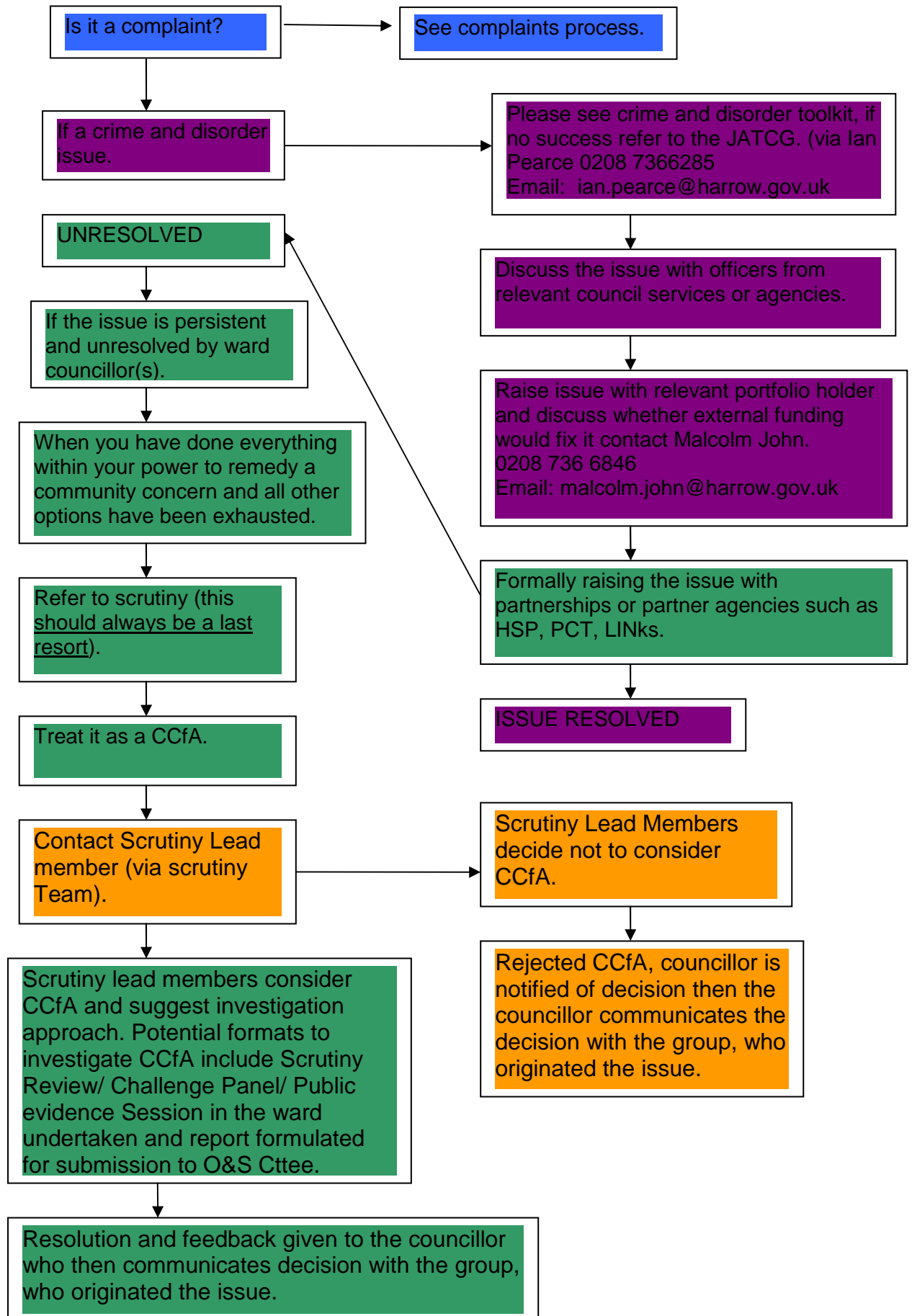
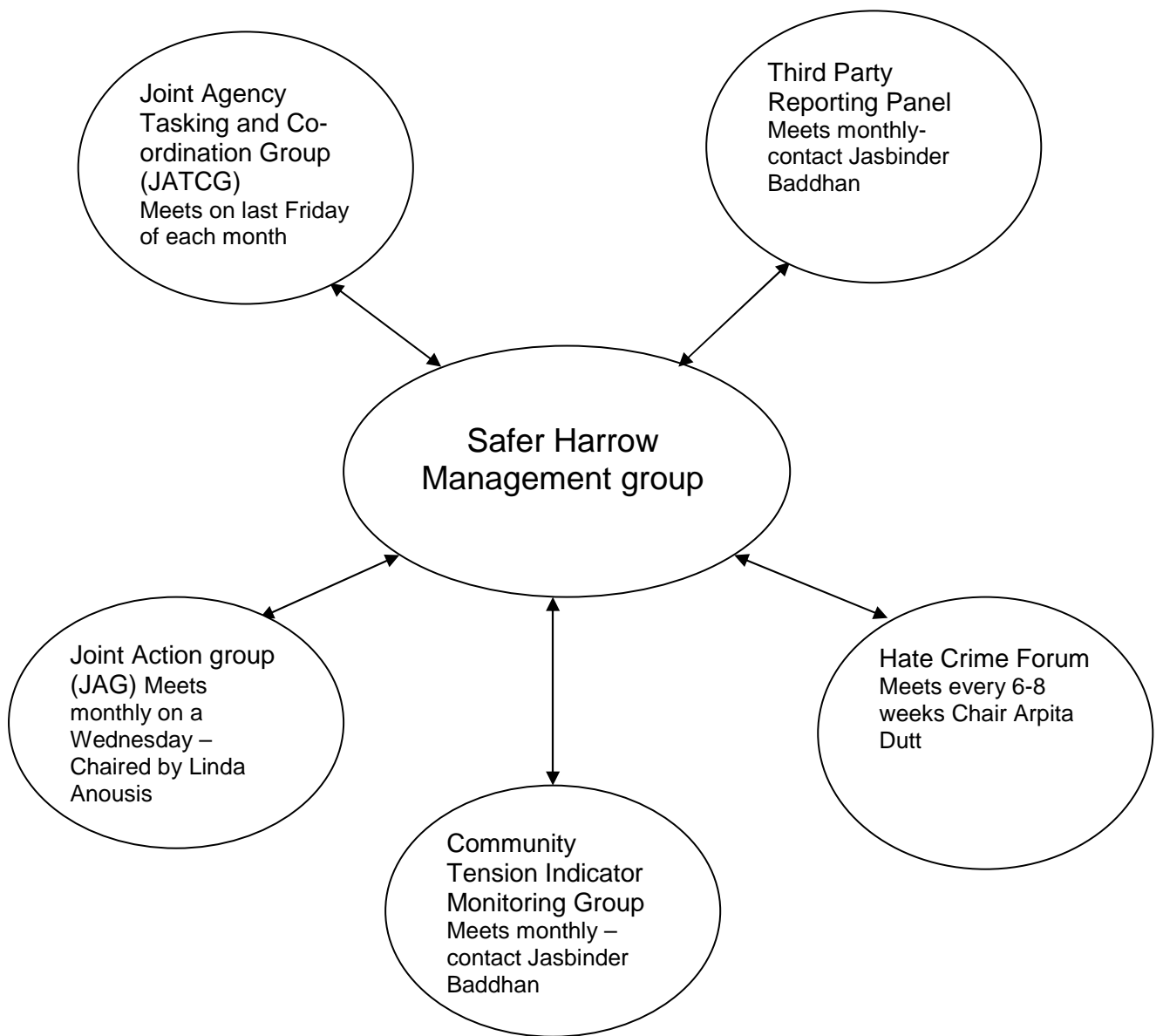


Once you have agreed to champion a local issue you will need to refer to the checklist in sequence.



Councillor Call for Action Community Safety Referral Process



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 straight away 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 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 complaint 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 improvements the council are introducing in the Management of complaints can be obtained from Phillip Mears – Corporate Complaints Officer
020 8736 6792 ext. 6792

Scrutiny Contacts

Councillor Stanley Sheinwald

Chairman, Overview and Scrutiny Committee
(Policy lead: corporate effectiveness)

Councillor Mitzi Green

Vice-Chairman, Overview & Scrutiny Committee

Councillor Mark Versallion

Chairman, Performance & Finance Scrutiny sub committee
(Performance lead: corporate effectiveness)

Councillor Brian Gate

Vice-Chairman, Performance & Finance
Scrutiny sub committee

Scrutiny lead members

Councillor Margaret Davine

Policy lead: children & young people

Councillor Janet Mote

Performance lead: children & young people

Councillor Vina Mithani

Policy lead: adult health & social care

Councillor Rekha Shah

Performance lead: adult health & social care

Councillor Jerry Miles

Policy lead: sustainable development
& enterprise

Councillor Dinesh Solanki

Performance lead: sustainable development
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Councillor Anthony Seymour

Policy lead: safer & stronger communities

Councillor Nana Asante

Performance lead: safer & stronger
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Know your scrutiny officer team...

- **Lynne Margetts, Service Manager x5387** O&S; strategy; corporate effectiveness
- **Nahreen Matlib, Senior Professional – Scrutiny x5204** committee co-ordinate; member development; adult health & social care
- **Heather Smith, Scrutiny Officer x5203** O&S; children & young people; communications