

Stage 1 – Initial Resolution

- ❖ Complaint received
- ❖ Acknowledgement sent within 5 working days if full reply not expected to be given within 5 working days
- ❖ Full response given by service area within 10 working days or customer contacted again with revised time scale and reasons for delay

Stage 2 – Service Area Investigation

- ❖ Stage 2 request received within 25 working days of our response
- ❖ Acknowledgement sent within 5 working days
- ❖ Complaint fully investigated by a Senior Officer and a reply sent within 25 working days or customer contacted again with revised time scale and reasons for delay

Stage 3 – Independent Review

- ❖ Request received by Customer Advocacy Manager for an independent review within 25 working days of Stage 2 response
- ❖ Acknowledgement sent within 5 working days
- ❖ Complaint fully reviewed by Customer Advocacy Manager or Senior Manager. Findings of review sent to customer within 25 working days or customer contacted again with revised time scale and reasons for delay

Local Government Ombudsman

- ❖ Customer can refer complaint to Local Government Ombudsman