

## Stage 1 – Initial Resolution

- ❖ Complaint received
- ❖ Acknowledgement sent within five working days if full reply not expected to be given within five 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 five working days
- ❖ Complaint fully investigated by officer appointed by Executive Head 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 five working days
- ❖ Complaint fully reviewed by Customer Advocacy Manager or Senior Manager. Findings of review sent to customer within 25 working days

## Local Government Ombudsman

- ❖ Customer can refer complaint to Local Government Ombudsman