

Stage 1 – Initial Resolution

- ◆ Complaint received.
- ◆ Acknowledgement sent within five working days if full reply not expected 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.
- ◆ Complaint recorded on Complaints, Compliment Recording Form

Customer dissatisfied

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 service manager and a reply sent within 25 working days or customer contacted again with revised time scale and reasons for delay.
- ◆ Copy of stage 2 Monitoring Form passed to Feedback Manager

Customer dissatisfied

Stage 3 – Independent Review

- ◆ Request received by Feedback 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.
- ◆ Copy of findings passed to Feedback Manager.

Customer Still dissatisfied

Ombudsman

- ◆ Customer can refer complaint to Ombudsman