

Record of Officer Decision

Complaints Procedure

Decision Taker and Date Decision Taken:

Director of Corporate Services on 08 October 2019

Summary of Matter or Issue Requiring Decision:

Decision to implement a revised Complaints Procedure for complaints about the Council. The decision is that for all complaints, with exception of those which fall under the statutory Children's Services Complaints Procedure, there will now be a one stage only process. Complaints will be investigated by either an independent complaints investigator, or a service manager in the department where they have not been involved in a case. The timescales for a response under this revised procedure will be 20 working days, but may be extended to 30 working days where a case is complex.

Decision Taken:

To implement the revised Complaints Procedure.

Summary of Reason(s) for Decision Taken:

Improved complaint handling to ensure a quicker escalation to Local Government and Social Care Ombudsman.

Summary of Alternatives or Options considered and rejected and Background Papers:

This is a pilot project to see if a single stage process for complaints improves performance and escalation.

Details of any conflict of interest and dispensation granted to the Officer taking the decision or by any Member of the Council in delegating responsibility for any specific express delegation:

None

Implementation:

With immediate effect.

A copy of this decision and any supporting documentation considered by the Officer taking this decision may also be available for inspection by the public at the Council's offices or posted upon payment of any copying and postage charges. Any member of the public wishing to take up either of these options is asked to please ring (01803) 207087 or email governance.support@torbay.gov.uk

Signed: _____ Date: _____
(Director of Corporate Services)