

APPENDIX 4

4A Complaint received by the Customer Care Team



Complaint logged and numbered



Complaint acknowledged within 5 working days. Where a response has not been provided within required time scales, the Customer Care Team will write to the complainant and to the relevant Head of Service.



Summary of complaint and resolution sought agreed with complainant



Complaint may be resolved at Stage 1



YES



Passed to relevant manager for review and response



NO



Investigation Officer appointed by Customer Care Team. All details of complaint agreed in writing with service user and/or complainant



Response sent to complainant and/or service user, Customer Care Team and other relevant person within 20 working days



Response accepted?

 YES

Customer Satisfaction Survey sent.

Recommendations recorded and tracked by the Customer Care Team



Investigating Officer prepares a report within 20 working days.



Report sent to Head of Service for a response and to relevant manager for comment on accuracy



Report sent to complainant?



Report accepted?

 YES

Customer Satisfaction Survey sent.

Recommendations recorded and tracked by the Customer Care Team

 NO

Complaint progressed to Stage 3

APPENDIX 4

4B

Complaint received within team delivery service



Complaint recorded on complaints log, copies to Customer Care Team



Complaint acknowledged verbally and recorded, or in writing within 5 working days



Resolution offered to complainant



Resolution Accepted?



YES



Copy of complaints log and resolution sent to the Customer Care Team



NO



Copy of complaints log and resolution offered sent to the Customer Care Team with information from the complainant rejecting the resolution



Customer Care Team sends Satisfaction Survey and tracks recommendations and/or outcome of Stage 1 complaint



Customer Care Team establishes the nature of dissatisfaction and offers Stage 2 review



COMPLAINT PROGRESSED TO STAGE 3

APPENDIX 4

4C

Complaint received by Director, Senior Manager or via the
TELLUS Process



Complaint acknowledged within five working days



Passed to the relevant team or operations manager for Stage 1
response and to the Customer Care Team for information and
tracking purposes



Complaint acknowledged either verbally and then recorded, or in
writing within five working days



Resolution offered to the Complainant?



Resolution Accepted?



YES



Copy of complaints log
and resolution sent to
the Customer Care
Team



Customer Care Team
sends Satisfaction
Survey and tracks
recommendations and/or
outcome of Stage 1
complaint



NO



Copy of complaints log
and resolution offered
sent to the Customer
Care Team with
information from the
complainant rejecting
the resolution



Customer Care Team
establishes the nature
of dissatisfaction and
offers Stage 2 review



COMPLAINT
PROGRESSED TO
STAGE 3