

Corporate Complaints Process

Directorate Complaints Lead identifies appropriate Senior Manager

Senior Manager calls customer within 5 working days

Action plan implemented

Is complaint resolved?

No

DCL escalates the complaint to the Review Stage

Yes

DCL closes the customer's record

Review

DCL identifies the appropriate Assistant Director

Assistant Director reviews complaint

Further actions identified?

Yes

Actions Carried out

No

Assistant Director writes report

Director and Chief Executive's Office signs report on behalf of council

Customer receives report within 15 working days and is given Ombudsman details.