

# Corporate Complaints Process - At a Glance

For the full details of the policy see link: [Complaints about Corporate Issues](#)

## What the council expects of you

Try to resolve your issue with the team involved before raising a formal complaint.

### Stage 1 Complaint

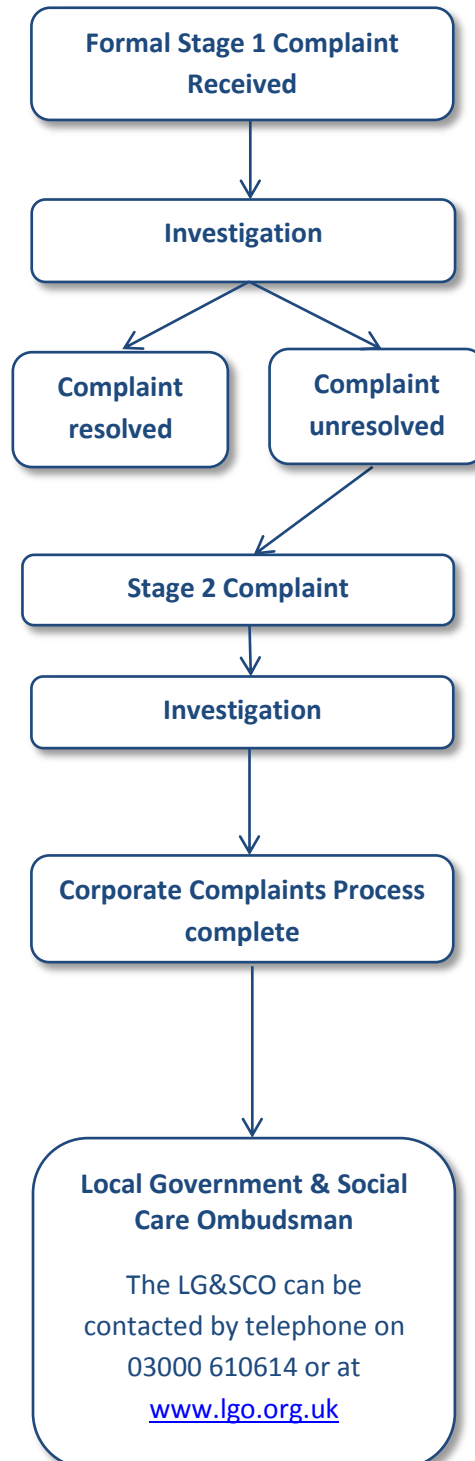
- Provide all relevant information and any evidence you may have
- Raise your complaint promptly; ideally as soon as the alleged injustice becomes known to you

### Stage 2 Complaint Request

- If you are unhappy with your first response you can request to have your complaint reviewed
- Make your request to have your complaint reviewed within 20 working days
- Give clear reasons why you disagree with the first response
- Tell us how we can resolve your complaint, such as the outcomes you are seeking

### Local Government & Social Care Ombudsman

- If you remain dissatisfied with the Stage 2 response you have the right to contact the Local Government and Social Care Ombudsman and ask them to consider your complaint



## What the council will do

Consider if your issues as per column on the left can be resolved quickly without the need of the complaints process.

If not it will be dealt with as a formal complaint

### Stage 1 Complaint

- Acknowledge your complaint within 2 working days of receipt
- Investigation by team manager who will consider contacting you or arranging a meeting with you
- Within 20 working days provide a written response
- Explain the next steps if you remain dissatisfied

### Stage 2 Complaint Request and Investigation

- Acknowledge your request within 2 working days
- within 10 working days we will tell you if your request is accepted
- Investigation by a senior manager or Independent investigator
- We will consider contacting you or arranging a meeting with you
- Provide you with a written response within 25 working days from acceptance of your request or longer by arrangement
- Explain the next step if you remain dissatisfied