COMPLAINTS HANDLING PROCEDURE FLOWCHART

Stage 1
Frontline Resolution

A complaint may be made in person, by phone, by email or in writing. Your first consideration is whether the complaint should be dealt with at Stage 1 (Frontline resolution) or Stage 2 (Complaint/Investigation)

STAGE 2 COMPLAINT/ INVESTIGATION

Frontline Resolution Always try to resolve the complaint quickly and to the complainant's satisfaction wherever possible

Stage 2
Complaint/Investigation

1. Investigate where the complainant is still dissatisfied after communication of decision at Stage 1.
2. Investigate where it is clear that the complaint is particularly complex or will require detailed investigation

Provide a decision on the complaint within **one working day** unless there are exceptional circumstances

Send acknowledgement within **one working day**.

Provide the decision as soon as possible , within **10 working days**, unless there is a clear reason for extending this timescale.

Is the complainant satisfied with the decision?

NO

Communicate the decision in writing. Advise the complainant about the SPSO and time limits

YES

Complaint closed and outcome recorded

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