

Self-assessment against the requirements of the Code

Code section	Action	Do we follow the Code: Yes/No	Explanations and Commentary
1: Definition of a service request and complaint	We recognise the difference between a service request and a complaint, and these are defined in our policies and procedures.	Yes	
2: Exclusions	Our complaints policy sets out circumstances where we would not consider a complaint. These are reasonable and do not deny individuals access to redress.	Yes	
3: Accessibility and awareness	We provide different channels through which individuals can make complaints. These are accessible and we can make reasonable adjustments where necessary	Yes	
4: Complaint handling resources	We have designated, sufficient resource assigned to take responsibility for complaint handling. Complaints are viewed as a core service and resourced accordingly.	Yes	Under the Council's current 20-day stage one complaints it considers it has sufficient resource with dedicated teams to support Directorates in handling complaints.

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5: The complaint handling process	We have a single policy for dealing with complaints covered by the Code and individuals are given the option of raising a complaint where they express dissatisfaction that meets the definition of the complaint in our policy.	Yes	
6: Complaints stages (Stage 1)	We process stage 1 complaints in line with timescales and processes set out in the Code.	No	The Council responds to 'corporate' complaints within 20 working days. The Council starts the time from day of receipt, not from acknowledgement of the complaint. The code allows for time to start from acknowledgement. Resulting in 15 day timescales in total.
6: Complaints stages (Stage 2)	We process stage 2 complaints in line with timescales and processes set out in the Code.	Yes	The council starts timescales from day of receipt and not from acknowledgement. This allows for 25 days in total. The Council will continue to start from date of receipt and work to 20 days.
7: Putting things right	When something has gone wrong we take action to put things right.	Yes	
8: Performance reporting and self-assessment	We produce an annual complaints performance and service improvement report for scrutiny and challenge which includes a self-assessment against the Code.	Yes	An Annual Report is presented to Governance and Audit Committee.

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9: Scrutiny & Oversight	We have appropriate senior leadership and governance oversight of the complaints process and performance.	Yes	<p>The person responsible for managing the complaints teams, has access to both the Chief Executive and the Council's Monitoring Officer and a regular slot at CMT.</p> <p>Key performance and activity indicators are presented quarterly to Policy and Resources Committee and an Annual Report is presented to Governance and Audit Committee.</p>