Complaints Handling Procedure Flowchart

STAGE 1 FRONTLINE RESOLUTION

A customer may complain 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 (investigation) of the complaints handling procedure.

STAGE 2 INVESTIGATION

Stage 1 – frontline resolution

Always try to resolve the complaint quickly and to the customer's satisfaction wherever we can.

Stage 2 – investigation

1. Investigate where the customer is still dissatisfied after we have communicated our decision at stage 1, or

2. Investigate where it is clear that the complaint is particularly complex or will require detailed investigation.

Provide a decision on the complaint **within five working days** *unless* there are exceptional circumstances.

Send acknowledgement within **three working days** and provide the decision as soon as possible but within **20 working days**, *unless* there is a clear reason for extending this timescale.

Is the customer satisfied with the decision?

No

Is the customer satisfied with our decision and with the way we have handled the complaint?

Yes

Monthly or quarterly

- ensure ALL complaints are recorded
- report performance, analyse outcomes
- make changes to service delivery where appropriate
- publicise complaints performance externally
- tell customers about service improvements.

No   Yes

Complaint closed and outcome recorded.

Refer customer to the Scottish Public Services Ombudsman/ HPC/Care Inspectorate.

Complaint closed and outcome recorded.