

DOCUMENTATION/FUNCTION – COMPLAINTS PROCEDURE

IMPLEMENTATION				
Target Population	Public, Members and Officers			
Duty	To put in place appropriate procedures to ensure that members of the public know how to make a complaint regarding Council's services, and to ensure that the authority handles complaints fairly and equitably, whilst monitoring, evaluating and learning from complaints.			
Training Requirements	Officer Training, Member Training Programme, Partner Organisations			
Lead Officer	Assistant Director, Finance and HR			
PROCESS	ACTIONS (HOW)	WHEN	OUTPUT	WHO
AWARENESS (keeping it live in people's minds)	Adult Social Care, Children's Social Care, Corporate, Housing and Public Health Complaints, Compliments and Comments Procedures approved by Cabinet.	Current Procedures approved by Cabinet.	Member endorsement of approach to Complaints.	Complaints and Information Governance Manager
	Procedures publicised on the Council's website and in Council offices. Adults Procedures given to service users and carers at assessment.	Completed	Public, Officers and Members aware of Procedures.	Complaints and Information Governance Manager
	Officers/Members trained on operation of the Procedures.	Completed	Officers and Members clear on application of the Procedures.	Complaints and Information Governance Manager

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MONITORING (keeping it effective – recording when it happens)	Outcomes from the Procedures monitored by management via the Performance Management Framework.	Quarterly	Management made aware of the number and nature of complaints received to enable appropriate improvements to be implemented.	Complaints and Information Governance Manager/Managers
	Outcomes from the Complaints, Compliments and Comments Procedures reported to Cabinet.	Annually	Cabinet made aware of the number and nature of complaints received and the organisational learning that has taken place as a result.	Complaints and Information Governance Manager
REVIEW (keeping it up to date)	Procedures subject to review	Annually	Procedures remain current and fit for purpose.	Complaints and Information Governance Manager