

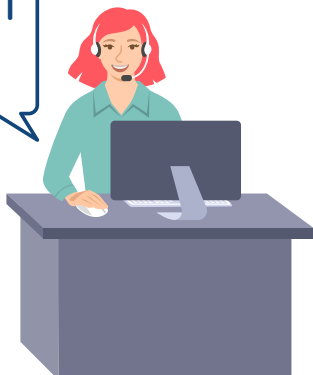
# Front Line Service Stage 1 Complaints



## Complaints Standards Authority

Complaints are part of the frontline service.

How can I help?



Where possible, complainants will tell you straight away that they have a concern.

I'm not happy with this.



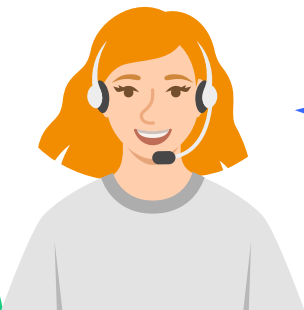
Examples of this could be:

The bins haven't been collected yet. This is the third time I've reported it.

I made an appointment, but no one has turned up. I'm not happy.

You may notice that your service user does not need to use the word complaint.

Is this a complaint?



Instead, you should know the five things that make up the definition of a complaint..

- An expression of dissatisfaction or concern.
- Written or spoken or made by any other communication method.
- Made by one or more members of the public (someone in receipt of, or denied a service)
- About a public service providers action, lack of action, or the standard of the service provided
- Something that requires a response.

If it meets this definition, then you should treat it as a complaint.

# Front Line Service Stage 1 Complaints

Complaints Standards Authority



If you think someone is making a complaint you can say:

Thanks for letting me know about this. I'm going to treat this as a complaint.

I'm going to record this as a complaint for you.

This is something we would consider a complaint.

The maximum timeframe for resolving a complaint at this stage is

**10 WORKING DAYS**

This step should be completed as soon as possible.



I'm sorry we missed your appointment

In most cases, you should be able to resolve the concern immediately with an apology, explanation or remedy.

If the complaint does not relate to your service area or is not something you can help with, you should pass it on to your central complaints team.

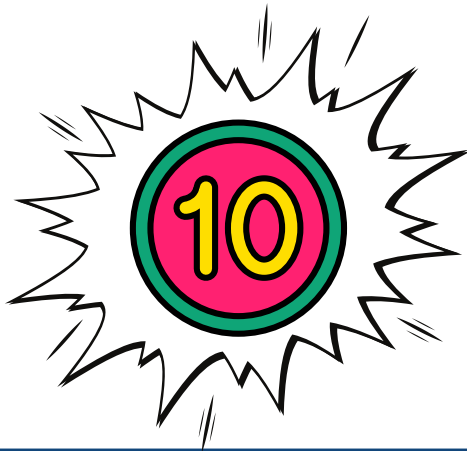


# Front Line Service Stage 1 Complaints



## Complaints Standards Authority

If the complaint is complex and is going to take more than 10 days,



or if they are still unhappy,



you should pass the complaint on to your central complaints person, who will escalate it to the next Stage of your policy.

# STAGE 2

If this happens, you should be able to tell the complainant what will happen next

Stage two usually takes 20 working days



Finally, you need to ensure that the complaint is recorded on the central system.

Logging a Complaint  
Step 1



What happened?  
What did they want?  
What was the result?