

Model Complaints Handling Procedure

The Complaints Standards Authority

Stage 1: 10 Working Days

- For issues that are straightforward and easily resolved, requiring little or no investigation
- 'On-the-spot' apology, explanation, or other action to resolve the complaint quickly, in ten working days or less, unless there are exceptional circumstances.
- Complaints addressed by any member of staff, or alternatively referred to the appropriate point for frontline resolution.
- Complaint details, outcome and action taken recorded and used for service improvement.

Stage 2: 20 Working Days

- For issues that have not been resolved at the frontline or that are complex, serious or 'high risk'.
- An acknowledgement received within 5 days.
- A definitive response provided within 20 working days following a thorough investigation of the points raised. Sensitive complaints that meet set criteria may have the opportunity for additional internal review.
- Response signed off by senior management.
- Senior management have an active interest in complaints and use information gathered to improve services.

Independent External Review PSOW or other

- For issues that have not been resolved by the service provider.
- Complaints progressing to the PSOW will have been thoroughly investigated by the service provider.
- The PSOW will assess whether there is evidence of service failure or maladministration not identified by the service provider.