

# Appendix A: Complaints process

## Stage 1

Customer makes a formal complaint

Complaint logged on corporate CRM system and assigned to service area

Investigation carried out. Full response sent to customer within 10 working days

Customer not satisfied. May request to escalate to Stage 2 within 14 days

Customer satisfied with outcome of investigation

## Stage 2

If criteria not met, customer may escalate complaint to the Local Government Ombudsman

Customer Services review if Stage 2 criteria met and advise the customer

If Stage 2 criteria is met, complaint escalated to Service Manager / Director to investigate again

If customer not satisfied with outcome they may escalate complaint to the Local Government Ombudsman

Investigation carried out. Full response sent to customer within 10 working days

Customer satisfied with outcome of investigation

Complaint closed. End of process