

Appendix B – LGO Complaint Handling Code

Policy changes

Code section	Code requirement
1.2/1.4	Complaints are defined in line with the code, and we recognise the difference between a service request and a complaint.
2.1	Our policy clearly states that complaints will be accepted unless there is a valid reason not to do so.
2.3	We do not exclude complaints about safeguarding, or health and safety issues.
3.2	Individuals can raise their complaints in any way and with any member of staff.
3.5	Our complaints policy explains how we will publicise details of the complaints policy.
5.13	Any restrictions placed on an individual's contact due to unacceptable behaviour are proportionate and have regard to the provisions of the Equality Act 2010.
6.13	Requests for stage 2 are acknowledged and logged at stage 2 of the complaint's procedure within five working days of receipt.
6.15	Stage 2 consideration is a review of the adequacy of the stage 1 response as well as any new and relevant information not previously considered. Stage 2 is not a more thorough, detailed investigation of the complaint.

Process / Procedure changes

Code section	Code requirement
3.3	We do not view high volumes of complaints as a negative.
6.5	When we inform an individual about an extension to these timescales, we provide them with the contact details of the relevant ombudsman.
6.8	Where we have got something wrong, we record the complaint as “upheld” even if there are elements of the complaint which are not “upheld”. We do not record complaints as being “partially upheld”.
6.19	Extensions to the timescale for a response do not exceed 20 working days
6.20	When we inform an individual about an extension to stage 2 timescales, they are provided with the contact details of the relevant ombudsman
6.22	If a complaint is upheld at stage 1, and the stage 2 response agrees with those findings, we record the complaint as upheld. This is the case even if the stage 2 response finds no fault in the way the stage 1 complaint was handled.
7.2	Remedies offered reflect the impact on the individual as a result of any fault identified.
7.3	Remedies offered clearly set out what will happen and by when, in agreement with the individual where appropriate. Any remedy proposed is followed through to completion.
7.4	Remedies take account of the guidance on remedies issued by the relevant Ombudsman when deciding on appropriate remedies.

Not implemented

Code section	Code requirement
6.14	Individuals do not have to explain their reasons for wanting a stage 2, simply that they remain unhappy