

Route for Complaints to Stage 2 investigations

Is contact from a persistent or vexatious complainer?



Is the contact a new complaint or a further contact on existing complaint?



Is it a new complaint or a request for a stage 2 investigation?



Complaints team acknowledge receipt and forward to relevant Corp Manager.



Actions by Corp Manager to investigate stage 1 complaints:

- Contact complainant to clarify complaint.
- Meet with other Corp Managers and team to investigate matters complained about.
- Check with Legal Services legality of actions/responses.

Further contact on existing complaint



Confirm receipt and forward to person investigating.

----- Request for a -----
stage 2 investigation



Complaints team acknowledge receipt and forward to Business Improvement Corp Manager.



Actions by BI team to investigate stage 2 complaints:

- Contact complainant to clarify what complaint is; Identify why they were not happy with stage 1 response.
- Meet with relevant Corp Manager(s) and officers to investigate complaint;
- Research policies and procedures to ensure actions complained about supported by these;
- If compensation to be offered, research precedent set by Ombudsman.
- Check with Legal Services legality of actions/responses.
- Outcome sent to complainant.



Regardless of whether the complaint is upheld or not, the complainant may ask for it to be looked at by the Local Government or Housing Ombudsman.



Is the complaint on the subject that has been designated?



Respond to complainant as has been specified in designation process. No investigation.