

ANNEXE 3

Compensation Banding

All compensation payments must be authorised by the Head of Service in consultation with the Deputy Chief Executive.

Level	Officer responsible	Example of issue
Level A	All staff	Minor issues e.g. delays and inconvenience
Level B	Team manager	Major inconvenience caused by staff inaction, neglect, service standard failure or incorrect information
Level C	Service manager	Breach of responsibility e.g. not adhered to tenancy conditions
Level D	Operations manager	Breach of protocol, confidentiality leading to tenant placed at risk
Level E	Head of service	Event resulting in staff disciplinary proceedings
Level F	Chief executive	Normally Ombudsman complaint

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