

## ANNEXE 1

### A brief overview of Waverley's complaints procedure and arrangements for logging and tracking complaints

1. Waverley's formal complaints procedure has just three stages – Level 1, Level 2 and Level 3. The steps taken at each level are as follows:
  - Level 1 complaints concern matters that have not been previously raised with the Council, and are usually dealt with by an officer in the section concerned who can solve the problem quickly and informally.
  - Level 2 complaints are those which have not been resolved to the satisfaction of the complainant at Level 1. These complaints are investigated and responded to by the relevant Head of Service.
  - Level 3 complaints are those which have not been resolved satisfactorily at Level 2. The Customer Relations Officer investigates these complaints and prepares a response for the approval and signature of the Chief Executive.
2. If a customer is still dissatisfied having completed the Council's complaints procedure, they can raise their concerns with the Local Government Ombudsman.
3. All complaints received by letter or email are logged on a Lotus Notes database. This database:
  - records all complaints and compliments received across the Council
  - forwards the complaint to the relevant investigating officer
  - monitors the progress of complaint investigation
  - create automatic reminders to relevant staff when deadlines are approaching or have passed
  - stores relevant scanned documents, and all other documents, including emails that are created during the investigation
  - creates standard word documents such as acknowledgement letters and memos
  - records outcome details including lessons learned and action taken
  - provides monitoring information.
4. The database does not record complaints that are, in effect, requests for service. For example, a complaint that a bin has not been emptied is treated as a request for the contractor to return and collect the rubbish. Such events are recorded in the relevant back office system. However, if a customer complains about the repeated failure of the contractor to empty their bin, then this is treated as a complaint which is logged and tracked on the Lotus Notes database.

5. The complaints database is managed by a number of Service Complaints Administrators (SCAs) who log complaints, and monitor the preparation of responses. All Heads of Service have access to the database and can therefore keep under close review complaints concerning their area of work, including action taken to put matters right and any lessons learned.