

Changes to complaints policy as recommended by HOS

Page 3

Additional line of- You do not need to use the word 'complaint' for your concerns to be treated as a complaint

Page 3

Removal of the following paragraph - We will always encourage you to resolve your problems directly with the relevant service area before making a complaint, as this is most often the quickest way of resolving problems when they occur.

Page 7

Addition of the following- Where an action is required as a result of your complaint for example a repair we will not wait for the action to be completed before we respond in full we will provide the date of the action and keep you up to date on its progress where applicable.

Page 7

Was - Sometimes this process may take longer, for example if we need further information or the complaint is very complex, but we will update you on the progress of your investigation every ten working days until a full response can be given.

Now - Sometimes this process may take longer; for example, if we need further information or the complaint is very complex. In such cases, we will set a new timescale and keep you updated on the progress of your investigation at intervals agreed with you. We will not extend the response time by more than an additional 10 working days without good reason, and where this is necessary, we will clearly explain the rationale for any timescale beyond this to you.

Page 8

Was- In issuing the final response, the Council may respond in a variety of means depending on the nature of the complaint and your needs. Possible channels may include verbal, face to face, email or in writing. All stage one complaints will be signed off by a Director

Now - All final responses will be provided in writing or by email unless we agree a different method with you as a reasonable adjustment. Where a reasonable adjustment is required, this may include a face-to-face meeting or a telephone call. All Stage One responses will be signed off by a Director.

Page 8

Was- If you are unhappy with the response to your complaint then you can ask for the complaint to be reviewed by a Senior Manager, who will reconsider your case. All Stage 2 complaint responses will be signed off by the Chief Executive.

Now- If you are unhappy with the response to your complaint, you can ask for it to be reviewed as a Stage 2 complaint. Your Stage 2 complaint will be considered by a Senior Manager who has not been involved at Stage 1, ensuring an independent review of your case. You are not required to provide reasons for requesting an escalation; however, it is always helpful for us to understand these reasons if you are able to share them. All Stage 2 complaint responses will be signed off by the Chief Executive.

Page 8

Was- We will acknowledge your request for a review within five working days and aim to provide a written response within ten working days, again this process might sometimes take longer, and we will keep you informed of progress every ten working days until a full response can be given.

Now- We will acknowledge your request for a review within five working days and aim to provide a written response within ten working days. Sometimes this process may take longer, for example if we need further information or the complaint is very complex, we will set a new timescale and keep you updated on the progress of your investigation in suitable intervals agreed with you. We will not extend the response time by more than an additional 20 working days without good reason, and where this is necessary, we will clearly explain the rationale for any timescale beyond this to you.

Page 8

Additional wording added of - Where an action is required as a result of your complaint for example a repair we will not wait for the action to be completed before we respond in full we will provide the date of the action and keep you up to date on its progress where applicable.

Page 9

Was- North West Leicestershire District Council has a two-stage complaints process. Where our response is handled by a third party (for example a contractor), it will form part of the two stage process. Third parties will handle complaints in line with this policy. Please be aware that we may need to share your personal details with the third party in order to proceed with our investigations. (To be noted this wasn't due to housing complaints this was other council services but we have now brought them inline to meet with housing processes)

Now- North West Leicestershire District Council has a two-stage complaints process. All complaints are handled entirely in-house, with the Council responsible for investigating the complaint and issuing both the Stage 1 and Stage 2 responses. In some cases, a third party (such as a contractor) may be asked to provide

information to support the investigation; however, the Council remains solely responsible for considering the complaint and issuing all responses at both stages. Please be aware that we may need to share your personal details with the relevant third party to obtain the information required to complete our investigation.