COMPLAINTS HANDLING PROCEDURE FLOWCHART

STAGE 1 FRONTLINE RESOLUTION

A complaint may be made in person, by phone, by email or in writing. Your first consideration is whether the complaint should be dealt with at Stage 1 (Frontline resolution) or Stage 2 (Complaint/Investigation) of the CHP

STAGE 2 COMPLAINT/ INVESTIGATION

Stage 1 Frontline Resolution

Always try to resolve the complaint quickly and to the complainant's satisfaction wherever possible

Stage 2 Complaint/Investigation

1. Investigate where the complainant is still dissatisfied after communication of decision at Stage 1.

2. Investigate where it is clear that the complaint is particularly complex or will require detailed investigation.

Provide a decision on the complaint within five working days unless there are exceptional circumstances

Send acknowledgement within **three working days.**

Is the complainant satisfied with the decision?

NO

Provide the decision as soon as possible but within **20 working days**, *unless* there is a clear reason for extending this timescale. Include information on Scottish Public Services Ombudsman.

YES

Complaint closed and outcome recorded

Communicate the decision in writing. Advise the complainant about the SPSO and time limits

Complaint closed and outcome recorded