

Corporate Complaints Policy v1.5

Evidence based equality analysis – can include documents, quotes, and web links for photos and videos

Main aims, purpose and outcomes and how does it fit in with the wider aims of the organisation:

To set out how the Council will deal with customer feedback so that they know how their contact with the Council will be dealt with.

Lead officer: Miriam Wallace

Stakeholders: Council-wider Officers and Members, All Council residents, partners, stakeholders, Companies, Providers

For each of the areas below, an assessment needs to be made on whether the policy has a positive, negative or neutral impact, and brief details of why this decision was made and notes of any mitigation should be included. Where the impact is negative, this needs to be given a high, medium or low assessment. It is important to rate the impact of the policy based on the current situation (i.e. disregarding any actions planned to be carried out in future).

High impact – a significant potential impact, risk of exposure, history of complaints, no mitigating measures in place etc.

Medium impact – some potential impact exists, some mitigating measures are in place, poor evidence

Low impact – almost no relevancy to the process, e.g. an area that is very much legislation led and where the Council has very little discretion

	Neutral	Positive	Negative
Target group / area			
Race and ethnicity (including Gypsies and Travellers; migrant workers, asylum seekers etc.)	<p>There are many options by which a person can submit a complaint and receive assistance in doing so.</p> <p>There are both electronic and paper versions of the policy available.</p> <p>It is an impartial process, designed to facilitate everyone's requirements</p>	<p>There are also arrangements in place to help people who may have difficulty accessing its services via the above routes. It can help with translation and interpretation.</p> <p>Customers can submit complaints through all mediums – on-line / e-mail / phone / post / in person / via advocacy.</p>	
Disability (as defined by the Equality Act - a physical or mental impairment that has a substantial and long-term adverse effect on a person's ability to carry out normal day-to-day activities)	As above	<p>There are also arrangements in place to help people who may have difficulty accessing its services via the above routes. It can provide information in a variety of formats such as large print, Braille, audio cassette and computer disk</p>	
Sex	As above		
Gender identity (gender	As above		

	Neutral	Positive	Negative
reassignment)			
Religion and belief	As above		
Sexual orientation (including heterosexual, lesbian, gay, bisexual)	As above		
Age (children and young people aged 0 – 24, adults 25 – 50, younger older people 51 – 75/80; older older people 81+. Age bands are for illustration only as overriding consideration should be given to needs	Guidance on how to raise a complaint through a representative or advocate is provided. Assistance can also be provided to customers on accessing the Council.		
Carers	<p>There are many options by which a person can submit a complaint and receive assistance in doing so.</p> <p>There are both electronic and paper versions of the policy available.</p> <p>It is an impartial process, designed to facilitate everyone's requirements</p>		
Rural communities	As above		
Areas of deprivation	Assistance can be provided to customers on accessing the Council e.g. through the		

	Neutral	Positive	Negative
	library service.		
Human rights	<p>There are many options by which a person can submit a complaint and receive assistance in doing so.</p> <p>There are both electronic and paper versions of the policy available.</p> <p>It is an impartial process, designed to facilitate everyone's requirements</p>		
Health and wellbeing (consider both the wider determinants of health such as education, housing, employment, environment, crime and transport, as well as the possible impacts on lifestyles and any effect on health and care services)	.	<p>We have outlined how we will raise concerns about customers</p> <p>The policy is unlikely to have any impact on health however Customers can feel both anxious and intimidated when things go wrong. Having a robust and easily accessible complaints procedure ensures their voice is heard and their concerns are taken seriously. This policy and the complaints process should reassure customers</p>	

	Neutral	Positive	Negative
		<p>of the Council's desire to put things right.</p> <p>There is support available to assist customers through the process</p>	
<p>Procurement/partnership (if project due to be carried out by contractors/partners etc, identify steps taken to ensure equality compliance)</p>		<p>There is a section on how our contractors, Partners and Council Companies will deal with complaints</p> <p>They are expected to treat complaints seriously and where appropriate both they and the Council work together to a) ensure there is a robust investigation and, where fault is found, the appropriate remedies are offered and b) prevent the customers having to go through too many unnecessary hoops by having a joined up approach to reviewing the complaint and where appropriate agreeing the outcomes</p> <p>Where these have no published policy then the Council will normally accept a valid complaint under its</p>	

	Neutral	Positive	Negative
		own complaint policy as remains accountable for the service delivery	

Evidence (see guidance note for details of what to include here):

This is a minor update to an earlier version of the policy. It includes updated guidance on what we can do to meet customer requests for a complaint investigation independent of the service complained about. No consultation was needed or carried out.

Action plan: No actions required other than to have this policy moderated prior to publication. Once published it will be reviewed every 3 years in line with its retention unless we receive an Ombudsman recommendation to add to or amend it.

Actions required	Key activity	Priority	Outcomes required	Officer responsible	Review date
CR Team to review Privacy Notice to see what is said about capturing data about complainants, including data on protected characteristics.			To decide whether we have authority to know the customer's personal details in order to monitor whether the complaints policy is reaching all of our customers	Miriam Wallace	6 months from policy being approved?
If authority to gather the data is obtained, CR Team to update what information can be captured on complaints			Annual data on customers making complaints will show if particular groups are over or under-represented and if they are we can review how best to reach them so that they are aware of the		Partial data for 2022-23 (if the system is updated within this year) can be included in the first corporate complaint annual report likely to be

within its system and include this information in future annual reports on corporate complaints.			complaint process.		published in September 2023. Full year data will be available for subsequent years.
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Sign off	
Lead officer:	Miriam Wallace
Approved by Tier 4 Manager:	Heloise MacAndrew 5 September 2022
Moderation and/or Scrutiny	
Date:	4 August 2022
Date analysis to be reviewed based on rating (high impact – review in one year, medium impact - review in two years, low impact in three years)	Three years