

Appendix C – Outline of complaints process

Mediation and Triage

- Officer talking to Customer
- Understand issue - anything that can be done immediately?
- Should this go through complaints or a different process?
- Log, allocate and send acknowledgement

Stage 1

- Service Manager
- Investigate the complaint
- Complaint response
- Close the complaint
- Continuous learning

Stage 2

- Senior Manager
- Investigate the complaint
- Consider the stage 1 response
- Complaint response
- Close the complaint
- Continuous learning

Ombudsman

- Customer Services Complaints Team
- Coordinating responses to queries from ombudsman
- Ensuring ombudsman decision is enacted, and case is learnt from