



Haverling

LONDON BOROUGH

Cleaner, Safer, Prouder *Together*

www.haverling.gov.uk

The Council's Corporate Complaint Policy and Procedure

What is a complaint?

The Council defines a complaint as any expression of dissatisfaction about the Council's provision of, or failure to provide, a service for which it has responsibility and when it has not put right any service failure in a reasonable timescale

- Has three stages
- Stage 1 is considered within Service Areas
- Stage 2 is reviewed by the Chief Executive
- Stage 3 Member Review Panel

Stage 1

- Acknowledged within three working days
- Full response sent within ten working days following receipt into the Council

Stage 2

- Acknowledged within three working days
- Full response sent within 25 working days following receipt into the Council

Member Review Panel (Stage 3)

If the complaint is not the subject of a formal decision making process or Policy decision, the customer can ask for the matter to be considered by Councillors.

Where next?

Customers who remain unhappy with the outcome of their complaint have the option to ask the Local Government and Social Care Ombudsman or Housing Ombudsman to investigate.

The Council co-operates with any investigation carried out by either organisation.

Questions?

Thank you