

Example: Self-assessment against the requirements of the Code

Code section	Action	Do we follow the Code: Yes/No	Explanations and Commentary
1: Definition of a service request and complaint	We recognise the difference between a service request and a complaint, and these are defined in our policies and procedures.	Yes	Our complaints procedure clearly defines a service request as: “.... a request that the Council provides or improves a service, fixes a problem or reconsiders a decision.” providing us with the opportunity to put things right before they become a complaint.
2: Exclusions	Our complaints policy sets out circumstances where we would not consider a complaint. These are reasonable and do not deny individuals access to redress.	Yes	We provide a list of examples regarding circumstances in which a matter will not be considered a complaint under our procedure.
3: Accessibility and awareness	We provide different channels through which individuals can make complaints. These are accessible and we can make reasonable adjustments where necessary	Yes	This is explained in our Complaint procedure on our website.

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4: Complaint handling resources	We have designated, sufficient resource assigned to take responsibility for complaint handling. Complaints are viewed as a core service and resourced accordingly.	Yes	In the first half of the 2024–25 reporting year, our complaint handling performance did not meet expected standards. This was primarily due to under-resourcing within the complaints team, which led to delays in acknowledging, progressing, and responding to complaints within the timeframes set out in the Code. We acknowledge that this impacted the overall quality and timeliness of our service during this period. Since then, the resourcing issues have been addressed through the recruitment of additional staff and a review of internal processes.
5: The complaint handling process	We have a single policy for dealing with complaints covered by the Code and individuals are given the option of raising a complaint where they express dissatisfaction that meets the definition of the complaint in our policy.	Yes	This is explained in our Complaint procedure on our website.
6: Complaints stages (Stage 1)	We process stage 1 complaints in line with timescales and processes set out in the Code.	Yes	Please see question 4: Complaint Handling Resources.
6: Complaints stages (Stage 2)	We process stage 2 complaints in line with timescales and processes set out in the Code.	Yes	Please see question 4: Complaint Handling Resources.

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7: Putting things right	When something has gone wrong we take action to put things right.	Yes	This is explained in our Complaint procedure on our website. Actions taken are included in our annual performance report.
8: Performance reporting and self-assessment	We produce an annual complaints performance and service improvement report for scrutiny and challenge which includes a self-assessment against the Code.	Yes	Provided on our website once reviewed by the Member Responsible for Complaints and approved by Cabinet.
9: Scrutiny & Oversight	We have appropriate senior leadership and governance oversight of the complaints process and performance.	Yes	Performance reporting has been implemented.

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