

Caerphilly County Borough Council
Complaint Handling Processes
Statement of Principles

Effective complaints handling processes should be:

- 1) Complainant Focused
 - 2) Simple
 - 3) Fair & Objective
 - 4) Timely & Effective
 - 5) Accountable
 - 6) Committed to Continuous Improvement
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- 1) **Complainant Focused**
 - The complainant should always be at the centre of the complaints process.
 - Service providers need to be flexible when responding to complainants' differing needs.
 - 2) **Simple**

Complaints processes should be well-publicised, have easy-to-follow instructions and have no more than two stages.

 - Information on advocacy services and support should be available.
 - Complaints responses should set out clearly the next stage and the right to approach the Ombudsman.
 - **Fair & Objective**

Complainants should receive a complete and appropriate response to their concerns.
 - Complainants and staff complained about should be treated equally and with dignity.
 - 4) **Timely & Effective**

Complaints should be resolved promptly, when possible Investigations should be thorough, yet prompt.

 - Complainants should be kept informed throughout of the progress of a lengthy investigation.
 - 5) **Accountable**
 - Complainants should receive an honest and clear explanation of the findings of an investigation.
 - Service providers should explain to complainants what changes will be made if their complaint is upheld, whenever possible.
 - 6) **Committed to Continuous Improvement**
 - Information from complaints should be collated and analysed.
 - Data should be shared with the organisations's senior leaders and the Ombudsman to support improvement in complaint handling and in service delivery.
 - Decision makers should regularly review the information gathered from complaints when planning service delivery.

How to contact us: email us complaints@caerphilly.gov.uk, telephone: 01443 864221, **website:** www.complaints@caerphilly.gov.uk, write to us at Caerphilly County Borough Council C/o Legal Services, Penallta House, Ystrad Mynach, Hengoed CF82 7PG

