The complaints handling procedure

A complaint may be made in person, by phone, by email or in writing. Your first consideration is whether the complaint should be dealt with at stage 1 (frontline resolution) or stage 2 (investigation) of the CHP. **Always inform the Complaints Officer when you receive a complaint.**

### Stage 1 – frontline resolution

**Always try to resolve the complaint quickly and to the customer’s satisfaction wherever possible.**

Provide a decision on the complaint **within five working days unless** there are exceptional circumstances.

**Is the customer satisfied with the decision?**

- **Yes**
  - Complaint closed and outcome recorded.
- **No** – inform the Complaints Officer who will then appoint a trained stage 2 investigator

### Stage 2 – investigation

1. Investigate where the customer is still dissatisfied after communication of decision at stage 1.
2. Investigate where it is clear that the complaint is particularly complex or will require detailed investigation.

**Send acknowledgement within three working days** and provide the decision as soon as possible but **within 20 working days**, unless there is a clear reason for extending this timescale.

**Is the customer satisfied with the decision and with the way we have handled the complaint?**

- **Yes**
  - Refer customer to the Scottish Public Services Ombudsman.
- **No**
  - Complaint closed and outcome recorded.

**Monthly or quarterly**

- ensure ALL complaints are recorded
- report performance and analysis of outcomes to senior management
- make changes to service delivery where appropriate
- publicise complaints information externally
- publicise service improvements.