

**This guide contains information to ensure all members of the PPP Unit abide by the Leeds City Council's (LCC) compliments and complaints policy which has been appropriately adapted for the function of the Unit**

### **1.0 Aim of the LCC policy**

- 1.1 The mission of the LCC is 'to bring the benefits of a prosperous, vibrant and attractive City to all the people of Leeds'. Within this it is recognised that we need to provide a first class service which is responsive to the expressed views of our customers and reflects our core value of "putting customers first".
- 1.2 This procedure will assist to resolve customer complaints speedily, effectively and fairly and ensure we use this information to improve our services.
- 1.3 All contact with customers making complaints will aim to resolve the complaint and leave the customer feeling the complaint has been handled fairly and appropriately.
- 1.4 The tone of the contact will be open, responsive and avoid unnecessary formality. Written correspondence will use plain language, and be backed up with positive action to resolve the complaint.

### **2.0 What is a compliment?**

- 2.1 A compliment is an expression of praise, admiration or congratulations about the standard of service by the Council or our staff affecting an individual or group of customers.

### **3.0 PPPU's compliment procedure**

- 3.1 When a compliment is received in writing, an acknowledgment must be sent within 10 working days of receipt. Record the compliment in [Appendix 1](#) (compliments sheet).
- 3.2 PPPU's Chief Officer should be notified immediately when a compliment is received and an appropriate response is agreed.

#### **4.0 Identification and Implementation of Lessons Learned**

4.1 Lessons learned is the next stage in the compliment process and should be recorded in [Appendix 1](#) (compliment sheet). In all cases it should be identified:

- What happened/did not happen – what is the issue
- Why did it happen/did not happen – what was the cause
- What can be done to ensure this issue does not happen again – what should we change – if anything.

#### **5.0 What is a complaint?**

5.1 A complaint is an expression of dissatisfaction, however made, about the standard of service, actions or lack of action by a member of staff affecting an individual customer or group of customers.

#### **6.0 PPPU's Complaints Procedure**

6.1 When a complaint is received in writing, by phone or email, the following process should be followed and the information should be recorded in [Appendix 1](#) (complaints sheet). Please save a copy of all relevant correspondence in the appropriate [folder](#), identified by the reference number, and create a link to each document in the table.

6.2 PPPU's Chief Officer should be notified immediately when a complaint is received and an appropriate response is agreed.

6.3 The Complaints & Compliments Monitoring Officer (Susie Gordon) should be informed of the progress of any complaint to ensure compliance with the policy.

6.4 If there is any doubt whether a customer would like to make a formal complaint, ask if the customer would like to receive a 'formal response'.

6.5 Some issues cannot be dealt with at first point of contact and a formal process will need to be followed (Stage 1).

6.6 The complaint must be acknowledged within 3 days.

6.7 Acknowledgments will normally be given the same way the complaint was made, unless the customer has requested otherwise and will include:

- the initial apology
- who will be dealing with the complaint with their contact number and email address
- a date and timeframe by which the customer can expect to receive a response.

- 6.8 If the customer still remains dissatisfied then the complaint will be escalated to Stage 2.
- 6.9 The review will include an evaluation of the issues raised within the original complaint, together with the reasons the customer is still dissatisfied and guidance about the way the complaint was handled in Stage 1.
- 6.10 The customer will be notified of the outcome of the review within 15 working days of receipt of the written statement of complaint and responses should be made in the name of the Chief Officer.

## **7.0 Identification and Implementation of Lessons Learned**

- 7.1 Lessons learned is the next stage in the complaints process and should be recorded in [Appendix 1](#) (complaints sheet). In all cases it should be identified:
- What happened/did not happen – what is the issue
  - Why did it happen/did not happen – what was the cause
  - What can be done to ensure this issue does not happen again – what should we change – if anything.

**Compliments Log**

Ref. No.	Date Raised	Comment	Format (e.g. Letter, phone call, email)	Addressed to whom	Action By Whom (Name, contact details, job title)	Action	By Whom	Date	Lessons Learned
1									
2									
3									
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6									
7									
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14									
15									

Complaints Log

Ref. No.	Date Raised	Comment	Reason	Format (e.g. Letter, phone call, email)	Addressed to whom	Action By Whom (Name, contact details, job title)	Action	By Whom	Date	Links to all Relevant Correspondence	Lessons Learned	Actions
1												
2												
3												
4												
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