

Action Plan

CCC Policy

- Date change to April 2024
- Access for all statement – Add note about the document being accessible in different formats
- Control Sheet change to match current policy review
- Contents page aligned to account for policy changes – addition of ‘Response and Remedies for Complaints.’
- 1.1 Add complaint handling code aims as point of policy
- 1.5 Add in the introduction the new joint code 2023 and what the code aims are
- 1.6, 3.1, 4.8 Add service request definition into the policy
- 1.6 Add policy is accessible
- 3.1, 4.7 Change complaint definition to match the wording of the code
- 3.2 Add in satisfaction survey complaints.
- 3.3 Addition of complaints being raised through multiple methods and with any member of staff
- 3.3 Add wording about reasonable adjustment records
- 3.5, 4.9, 4.10, 4.11, 4.27, 7.6 Remove all informal complaint wording
- 3.8 Add about service requests and a chance to get things right.
- 4.6, 4.9 Change all acknowledgements to 5 working days
- 4.7 Advise that a choice is given to complain if dissatisfied.
- 4.7 Add details regarding accepting complaints unless valid reason and individual circumstances are looked at
- 4.7 Add in 12 month complaint referral
- 4.7 Change wording that complaints can be verbal not just written
- 4.7 Deletion of wording about verbal complaints only being accepted in extenuating circumstances.
- 4.8 Addition to scope for complaints occurring over 12 months ago
- 4.8 Addition to scope for complaints where legal proceedings have begun.
- 4.9 Change wording to two stage policy from three stage
- 4.9, 4.10, 4.11, 4.14, 4.27, 4.28 Amend initial stage of process to Stage 1 complaints
- 4.9, 4.10, 4.11, 6.4, 7.2 Amend second stage of process to internal review
- 4.9, 4.10 Change investigation dates
- 4.9, 4.10 Add extension allowance
- 4.9 Add in MP enquiry complaints
- 4.9 Add that complaint acknowledgements must contain the complaint definition
- 4.9 Add a time limit for escalating complaints between stage 1 and 2.
- 4.10 Changed Stage 1 from being written to just ‘response’

- 4.10 Add that Stage 2 must be considered by a different officer to Stage 1
- Add in new section about responses
 - a) Being sent as soon as answer is known
 - b) All points are answered
 - c) Additional complaints
 - d) List of what the response should include
- 4.11 Add in remedies to reflect fault and must be followed through
- 4.11 Add in remedies listed in the code
- 4.11 Change to point 8 regarding compensation payment
- 4.14 New addition of the Code the Policy follows and how the Ombudsman's monitor compliance with it.
- 4.16 Change that a consultation with the Head of paid Service is needed regarding financial recommendations for compensation
- 5. Title change to include reporting to the Ombudsman
- 5.5 New addition of the annual complaints performance and service improvement report
- 6.8 Change EPR wording from policy to guidance
- 7.8 New addition to include the Member Responsible for Complaints.