

Action Plan

CCC Policy

- Date change to April 2024
- Pg 2 Access for all statement – Add note about the document being accessible in different formats
- Pg 3 Control Sheet change to match current policy review
- Pg 4 Contents page aligned to account for policy changes – addition of ‘Response and Remedies for Complaints.’
- Pg 5 1.1 Add complaint handling code aims as point of policy
- Pg 5 1.5 Add in the introduction the new joint code 2023 and what the code aims are
- Pg 5 1.6, 3.1, 4.8 Add service request definition into the policy
- Pg 5 1.6 Add policy is accessible
- Pg 6 & 8 3.1, 4.7 Change complaint definition to match the wording of the code
- Pg 6 3.2 Add in satisfaction survey complaints.
- Pg 6 3.3 Addition of complaints being raised through multiple methods and with any member of staff and add wording about reasonable adjustment records
- Pg 7 3.5, 4.9, 4.10, 4.11, 4.27, 7.6 Remove all informal complaint wording
- Pg 7 3.6 Add about service requests and a chance to get things right.
- Pg 8 4.6, 4.9 Change all acknowledgements to 5 working days
- Complaints pg 9 Advise that a choice is given to complain if dissatisfied. Add details regarding accepting complaints unless valid reason and individual circumstances are looked at. Add in 12 month complaint referral Change wording that complaints can be verbal not just written Deletion of wording about verbal complaints only being accepted in extenuating circumstances.
- Pg 9 4.8 Addition to scope for complaints occurring over 12 months ago Addition to scope for complaints where legal proceedings have begun.
- Pg 11,12 & 13 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, Pg 19 6.4, Pg 22 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.

- Pg 12 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
- Pg 13 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
- Pg 15 4.14 New addition of the Code the Policy follows and how the Ombudsman's monitor compliance with it.
- Pg 16 4.16 Change that a consultation with the Head of paid Service is needed regarding financial recommendations for compensation
- Pg 17 5. Title change to include reporting to the Ombudsman
- Pg 18 5.5 New addition of the annual complaints performance and service improvement report
- Pg 20 6.8 Change EPR wording from policy to guidance
- Pg 23 7.8 New addition to include the Member Responsible for Complaints.