

**Budget, Finance, Risk & Performance Quarterly Directorate Meeting
CCC timescales October to December 2017**

Transformation Directorate															
Department	Compliments (Note 1)	Comments (Note 2)	Complaints Formal Investigation (Stage 2) by dept (Note 3)			Complaints Formal Investigation (Stage 2) by CS & I (Note 3)			Complaints Internal Review (Stage 3) (Note 4)			Complaints Ombudsman (Note 5)			Total
			In standard	Out of Standard	Within time scale	In standard	Out of Standard	Within time scale	In standard	Out of Standard	Within time scale	In standard	Out of Standard	Within time scale	
Customer Service	4		2			1									7
HR															
Communications	3														3
Leisure	3		6			1			1		1				12
Improvement Team						1									1
Total	10		8			3			1		1				23
Total for authority	26	4	38	1	7	5	0	0	5	0	1	2	0	0	89

- (1) Written compliments are recorded for monitoring and reporting purposes within three working days of receipt in accordance with the Compliments/Comments/Complaints Policy.
- (2) Comments, suggestions or ideas about how a function or service provided by the Council could be improved, are acknowledged within three working days in accordance with the Compliments/Comments/Complaints Policy.
- (3) Formal Investigation (stage 2) complaints are responded to in full within 15 working days of receipt in accordance with the Compliments/Comments/Complaints Policy.
- (4) Internal Review (stage 3/ Appeal) complaints, which are reviewed by the Chief Executive Officer/Executive Director or relevant Assistant Director, are responded to in full within 20 working days of receipt in accordance with the Compliments/Comments/Complaints Policy.
- (5) Ombudsman (Local Government) complaints are responded to in accordance with the Ombudsman's timescales, which is currently 20 working days of receipt.

Kath Wilkinson Customer Service Co-ordinator 4th January 2018