

Log in to Lagan Daily: Cases > Take Cases > Click on case to select

On day 1: select from top

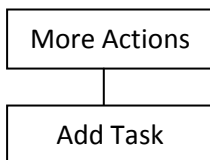
Complete fields:

- Due Date (Stage 1 = 5 days from date of receipt @ 18:00) (Stage 2 = 20 days from date of receipt @ 18:00) Not inc date recd
- School or Unit Name
- Reason for Complaint
- Education Only Reason for Complaint

(All other details should be completed prior to being put in your queue but check completed)

Now;

Now Add Tasks;



Go to Page 2 > [COMPLAINT Stage 1 Resolution](#) or [COMPLAINT Stage 2 Acknowledgement & Stage 2 Resolution](#)

Select using . in column to left

Select	Name	Due	Priority	Type
<input type="checkbox"/>	Check 7th Day Contact	7 Working Days	none	Sickness Absence
<input type="checkbox"/>	Collect Items	3 Working Days	none	none
<input type="checkbox"/>	Community Care Grant Process and Decision	15 Working Days	none	Welfare Fund
<input type="checkbox"/>	COMPLAINT Ombudsman Task	10 Working Days	none	Ombudsman Task
<input type="checkbox"/>	COMPLAINT Stage 1 Extension	5 Working Days	none	Stage 1 Complaints
<input type="checkbox"/>	COMPLAINT Stage 1 Resolution	5 Working Days	none	Stage 1 Complaints
<input type="checkbox"/>	COMPLAINT Stage 2 Acknowledgment	3 Working Days	none	Stage 2 Complaints
<input type="checkbox"/>	COMPLAINT Stage 2 Extension	10 Working Days	none	Stage 2 Complaints
<input type="checkbox"/>	COMPLAINT Stage 2 Resolution	20 Working Days	none	Stage 2 Complaints
<input type="checkbox"/>	Conduct Site Inspection	1 Working Day	low	none

There is no need for a COMPLAINT [Stage 1 Acknowledgement](#) as you intend to reply and close the case within 5 working days of receipt.

Highlight as shown and click and insert the Due Date as explained above and click on you can return to main screen using 'You are here:| [Case 101001234567](#) | this task will now appear on main summary screen.

Now add Documents or Notes to the case (e.g. the letter/email of complaint from the customer)

Add Note

*Note

Type in exactly what the document is (e.g. **'Complaint letter/email received from customer'** OR **'Response sent to customer'**) as this makes it easier to read from initial screen.

This should also be used to log details of all telephone calls/conversations with customer.

Add An Attachment

(You can only save one document at a time)

Once you have entered your note, and any attachment, ensure you click at bottom of screen and check it appears correctly on front screen in **History**: at bottom of page. You can double click on any item in the **History** section and read notes or view document attached.

History: All [eForms](#) [Events](#) [Interactions](#) [Notes](#)

Type	Description	Raised by	Created by	Created
Initial Contact	Email In (Verified) - 101005373463/I	Test, Hannah (Miss)	Hannah Cairns	7 Aug 14 14:37
Event	Agent Created Case	(No Interaction)	Hannah Cairns	7 Aug 14 14:39
Event	Agent Took Ownership of Case	(No Interaction)	Hannah Cairns	7 Aug 14 14:41
Case Response	Mail Out - 101005373563/I	Test, Hannah (Miss)	Hannah Cairns	7 Aug 14 14:45

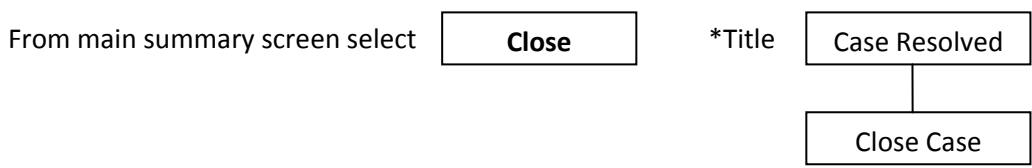
Once ready to **Close Case**, firstly ensure you have;

- Added final response as above
- Updated case using and completed the summary screen with;

Stage 1 Outcome / Stage 1 Outcome Explanation / Outcome Actions

- Complete your **Task - Complaint Stage 1 Resolution**;
- click on the [task in blue](#) from front screen then insert the completion date, either now if done at the time or using the calendar if done after event.

Finally, **to close case**;



Check using; Cases > Take Cases, that you have closed your case and it no longer appears here.

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If you respond **initially at Stage 1** level and customer comes back to requests to **escalate to Stage 2**;

Find case using; Cases > Case Search > Case number **OR** Search > enter customer information > Contact History > Click on relevant Case > Reopen.

Now deal with as per **Complaint immediately at Stage 2 level** below.

In some cases it may be appropriate to take advice from Education Customer Services for advice on how to proceed.

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If HT has decided to deal with the **Complaint immediately at Stage 2 level**;

-add both TASKS for a Stage 2 complaint; COMPLAINT Stage 2 Acknowledgement & COMPLAINT Stage 2 Resolution

-acknowledge the complaint via email or letter, *adding wording below*.

-once investigation complete and response sent *adding wording below*, and all **documents/notes added to the case** as above, **close case** as above and complete;

Stage 2 Outcome / Stage 2 Outcome Explanation / Outcome Actions on main summary screen AND ensure both **Tasks** completed.

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Please note: - the system does not like back dating in any field, hence please do everything at the time. Timescales are vital as all cases can be audited and we must comply with the Complaints Procedure detailed on West Lothian Website <http://www.westlothian.gov.uk/complaints>

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Stage 1 Extension of time – see page 10 of the WLC Complaints Handling Procedure

In exceptional circumstances, where there are clear and justifiable reasons for doing so, staff may request an extension of **no more** than five working days with the customer.

This must only happen when an extension will ensure that the complaint will be resolved at the frontline resolution stage.

If agreed tick on 'Stage 1 Extension Authorised' in the Case Summary screen and add a note to the case.

Stage 2 Extension of time – see page 14 of the WLC Complaints Handling Procedure

These would be the exception and the service must always try to deliver a final response to a complaint within 20 working days. Further guidance can be found in 'Related Documents' Pdf WLC Full Complaints Handling Procedure from WLC website.

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To create new case;

Use; Search > enter customer information > Search > select correct customer > New Case > Council and Government > Consultations, Complaints and Compliments > COMPLAINT Education > Case Form Now on Screen is Case summary page you see when opening your ongoing cases.

Complete all relevant sections, including the 'Channel' the complaint has come in via, and allocate to your school queue, NOT your own queue, click



Now continue as: **On day 1** as at top of guide.

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Wording for Responses;

COMPLAINT Stage 1 Resolution

No mandatory wording

COMPLAINT Stage 2 Acknowledgement

Dear (INSERT NAME)

Complaint: Education

WLC Ref No - (INSERT CASE REFERENCE NUMBER)

I refer to your complaint received by the Council on (INSERT DATE) relating to (INSERT REASON).

Your complaint is now being considered in line with the Council's Complaints Procedure and due to the complexity of the matters raised, a response will be provided to you within 20 working days.

Should you have any queries regarding this, please do not hesitate to contact me.

Yours sincerely

COMPLAINT Stage 2 Resolution

Dear (INSERT NAME)

Complaint: Education

WLC Ref No - (INSERT CASE REFERENCE NUMBER)

I refer to your complaint received by the Council on (INSERT DATE) relating to (INSERT REASON).

Your complaint has been considered in line with the Council's Complaints Procedure and following investigation I can advise that (INSERT YOUR RESOLUTION TEXT HERE).

As a result of the investigation carried out I can advise that your complaint has been upheld/not upheld/part upheld (DELETE AS APPROPRIATE).

I trust this information clarifies the position. You have now completed the Council's Complaints Procedure. However, if you remain dissatisfied with the outcome of my investigation and the information contained in this response, then you have the right to contact the Scottish Public Services Ombudsman at:

SPSO

SPSO

4 Melville Street

Freepost EH641

Edinburgh

Edinburgh

EH3 7NS

EH3 0BR

Freephone: 0800 377 7330

Online contact www.spsso.org.uk/contact-us

Website: www.spsso.org.uk

Mobile site: <http://m.spsso.org.uk>

The SPSO cannot normally look at complaints more than 12 months after you became aware of the matter you want to complain about or that have been or are being considered in court.

In accordance with our Complaints Procedure, we may contact you to obtain your views on how we handled your complaint.

Yours sincerely

If you wish to acknowledge a Stage 1 Complaint you receive directly, you may use this wording;

Dear (INSERT NAME)

Complaint: Education

WLC Ref No - (INSERT CASE REFERENCE NUMBER)

Thank you for contacting us in respect of your Education Complaint. Your enquiry is being investigated and you will receive a reply in within 5 working days.

Should you require further assistance in the meantime please do not hesitate to contact us.

Yours sincerely

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Links to Related Documents

<http://www.westlothian.gov.uk/complaints>

<http://www.westlothian.gov.uk/media/957/WLC-Full-Complaints-Handling-Procedure/pdf/WLcomplaintshandlingprocedure-Feb2013.pdf>

Contact

EducationCustomerServices@westlothian.gov.uk OR call 01506 281952 for further advice on escalation to Stage 2 complaint.