Social Policy Concerns & Complaints – Generic Procedure

Direct Complaint
May be made in any format & received at any unit

Complaint via Frontline
Transferred to SP Mailbox

Complaint to Chief Executive
Transferred to SP Mailbox

Concern via Frontline
Transferred to SP Mailbox

Transfer to relevant manager

Complaints may be submitted to any member of staff (in any format), but must be forwarded to one of the following persons to ensure correct acknowledgment, recording and response:

Strathbrock
Lynn Dutton
Carol Kane

Bathgate
Nora Hunter
Nancy Fleming

Civic Centre
Chris MacLaughlan
Pamela Fisher
Pamela Blair

Livingston
Karlyn Browne
Karen Ferguson

Should the complaint be dealt with as a statutory complaint

Statutory Timeline

28 days

Does any representative require to obtain a written mandate

Yes → **Obtain mandate**

No → Cancel complaint on Frontline if registered. **Register complaint as statutory complaint on Front line**

Identify and notify investigating officer

By day 5 (at latest)
Complaint is acknowledged and complainant provided with details of the investigating officer and date response should be expected

Investigating officer to contact complainant to identify what redress is sought and prepare response.

Draft response submitted to responsible officer for approval prior to release.

Response approved for release by responsible officer

No → Responsible officer to notify investigating officer of required changes to response → Draft response submitted to responsible officer for approval prior to release.

Yes → **By Day 28**
Dedicated complaints officer to issue response to complainant including information regarding right of appeal. Record outcome on Frontline and close case.

By day 10
If no investigation started, investigating officer to contact complainant to explain delay.

By day 24
If **DCO** has not received a copy of the response they must issue notification to investigating officer to prompt response or need to advise complainant by day 28 and agree extension.

By day 28
If response not issued, dedicated complaints officer to review case and contact investigating officer and advise complainant of their right to move to the next stage (review by senior officer or complaint to complaints review committee.

Council Timeline

5 days

Does any representative require to obtain a written mandate

Yes → **Obtain mandate**

No → **On Day 1**
Register on Frontline if not already registered. Acknowledge complaint (Discuss/explain issues as required)

Identify and notify investigating officer

Investigating officer to contact complainant to identify what redress is sought and prepare response.

Draft response submitted to responsible officer for approval prior to release.

Response approved for release by responsible officer

No → Responsible officer to notify investigating officer of required changes to response → Draft response submitted to responsible officer for approval prior to release.

Yes → **By Day 5**
Dedicated complaints officer to issue response to complainant including information regarding right of appeal. Record outcome on Frontline and close case.

By day 4

If **DOC** has not received a copy of the response they must issue notification to the investigating officer to prompt a response or need to agree extension with complainant.