

Customer Feedback Policy – Research

	Our current Policy (prior to review)	Bristol Council	Bath Council	Gloucestershire Council	Wiltshire Council	Vale of White Horse Council	Devon Council
Complaint Terminology	‘corporate complaints’	‘non-statutory complaints’	‘corporate complaints’	‘corporate complaints’	‘all other complaints’ and ‘corporate complaints’	‘General Complaints’	‘corporate complaints’
Stages	3 stages	2 stages	2 stages	2 stages	2 stages	2 stages	2 stages
Stage 1	Passed to service manager (responded in 10 days)	Preferably passed to a service manager or team manager/leader. (acknowledged in 3 days and responded in 15 working days)	Dealt with by relevant Council Service Team (acknowledged in 5 days, responded in 15 days)	Passed to team manager for resolution (acknowledged in 2 days and responded in 10 days)	(acknowledged in 2 days and responded in 20 days + 10 if required).	Passed to relevant service manager or head of service (acknowledged in 2 days and responded in 20 days)	Passed to the manager of the service you are complaining about (acknowledged in 3 days and responded to in 20 days)
Stage 2	Passed to Business Unit Director (responded in 10 days)	Customer Relations Team pass to relevant Service Manager or Service Director (acknowledged in 3 days and responded in 20 working days)	Customer Feedback team & another Service investigate the complaint by undertaking an independent review (acknowledged in 5 days, determined in 10 days & responded in 30 days)	Complaints Manager pass to senior manager for resolution (complaints manager agrees to review in 2 days and responded in 25 days)	Corporate complaints team (responded to in 30 days + 10 days if required)	Passed to the chief executive, within six weeks of the date of the stage one response - pass it a member of an independent head of service (responded in 20 days)	Customer Relations Team request that you contact them within 20 days from the date they receive response at Stage 1. Passed to Senior manager (acknowledged in 3 days and responded to in 25 days)

