

**Budget, Finance, Risk & Performance Quarterly Directorate Meeting  
CCC timescales January – March 2018**

<b>Transformation Directorate</b>															
<b>Department</b>	<b>Compliments (Note 1)</b>	<b>Comments (Note 2)</b>	<b>Complaints Formal Investigation (Stage 2) by dept (Note 3)</b>			<b>Complaints Formal Investigation (Stage 2) by CS &amp; I (Note 3)</b>			<b>Complaints Internal Review (Stage 3) (Note 4)</b>			<b>Complaints Ombudsman (Note 5)</b>			<b>Total</b>
			<b>In standard</b>	<b>Out of Standard</b>	<b>Within time scale</b>	<b>In standard</b>	<b>Out of Standard</b>	<b>Within time scale</b>	<b>In standard</b>	<b>Out of Standard</b>	<b>Within time scale</b>	<b>In standard</b>	<b>Out of Standard</b>	<b>Within time scale</b>	
<b>Customer Service</b>	<b>7</b>	<b>0</b>	<b>1</b>												<b>8</b>
<b>HR</b>															
<b>Communications</b>															
<b>Leisure</b>	<b>1</b>		<b>5</b>												<b>6</b>
<b>Improvement Team</b>			<b>1</b>												<b>2</b>
<b>Total</b>	<b>8</b>	<b>0</b>	<b>7</b>												<b>16</b>
<b>Total for authority</b>	<b>41</b>	<b>13</b>	<b>57</b>	<b>2</b>	<b>3</b>	<b>5</b>	<b>2</b>	<b>2</b>	<b>2</b>		<b>2</b>	<b>1</b>		<b>2</b>	<b>132</b>

- (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 05th April 2018**