

## The Complaints Service Standard

- Most complaints will be appropriately dealt with by the member of staff normally responsible for delivering the service, however there will be situations when the complaint should be considered and responded to formally.
- All complaints will be acknowledged in writing within three working days of receipt. The Chief Executive will be responsible for ensuring that all complaints are properly investigated and responded to.
- In the majority of cases complaints will be investigated and responded to within ten working days of receipt. However in some cases this timetable will be extended. If this is necessary the person making the complaint will be kept informed.
- The person making the complaint may appeal. The request for an appeal will be reviewed by a Board member. If the complaint is referred to the Board the person making the complaint may choose to have their appeal heard by the full Board or by an Appeals Panel.
- The Public Services Ombudsman will also deal with complaints whether or not they have been dealt with through this Complaints Policy although the opportunity to respond to complaints before they are referred to the Ombudsman would be appreciated. Their address is:

### **Public Services Ombudsman for Wales**

1 Ffordd yr Hen Gae, Pencoed, Bridgend CF35 5LJ

Telephone: 01656 641150

Fax: 01656 641199

Email: [ask@ombudsman-wales.org.uk](mailto:ask@ombudsman-wales.org.uk)

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