

# Concerns & Complaints Statement of Principles

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## Statement of Principles

Effective complaints handling processes should be:

- 1) Complainant Focused
- 2) Simple
- 3) Fair & Objective
- 4) Timely & Effective
- 5) Accountable
- 6) Committed to Continuous Improvement

### 1) Complainant Focused

- The complainant should always be at the centre of the complaints process.
- Service providers need to be flexible when responding to complainants' differing needs.

### 2) Simple

- Complaints processes should be well-publicised, have easy-to-follow instructions and have no more than two stages.
- Information on advocacy services and support should be available.
- Complaint responses should set out clearly the next stage and the right to approach the Ombudsman.

### 3) Fair & Objective

- Complainants should receive a complete and appropriate response to their concerns.
- Complainants and staff complained about should be treated equally and with dignity.

### 4) Timely & Effective

- Complaints should be resolved promptly, when possible investigations should be thorough, yet prompt.
- Complainants should be kept informed throughout the progress of a lengthy investigation.

### 5) Accountable

- Complainants should receive an honest and clear explanation of the findings of an investigation.
- Service providers should explain to complainants what changes will be made if their complaint is upheld, whenever possible.

### 6) Committed to Continuous Improvement

- Information from complaints should be collated and analysed.
- Data should be shared with the organisation's senior leaders and the Ombudsman to support improvement in complaint handling and in service delivery.
- Decision makers should regularly review the information gathered from complaints when planning service delivery.

## HOW TO CONTACT US

**Email:** [customerservices@flintshire.gov.uk](mailto:customerservices@flintshire.gov.uk)

**Phone:** 01352 703020

**Website:** [www.flintshire.gov.uk/complain](http://www.flintshire.gov.uk/complain)

**Write to us:** Flintshire County Council, Customer Services, County Hall, Mold. CH7 6NR

You can also follow us on **Twitter:** @FlintshireCC