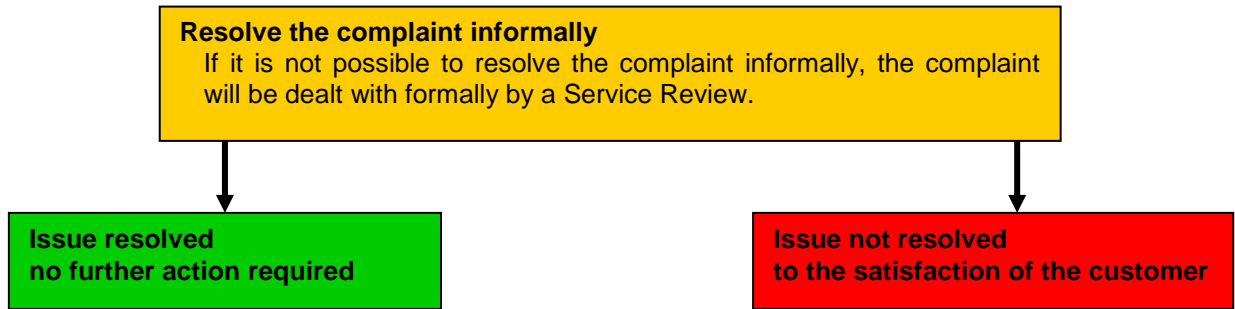


# Customer Feedback - Complaints Procedure Flow-Chart

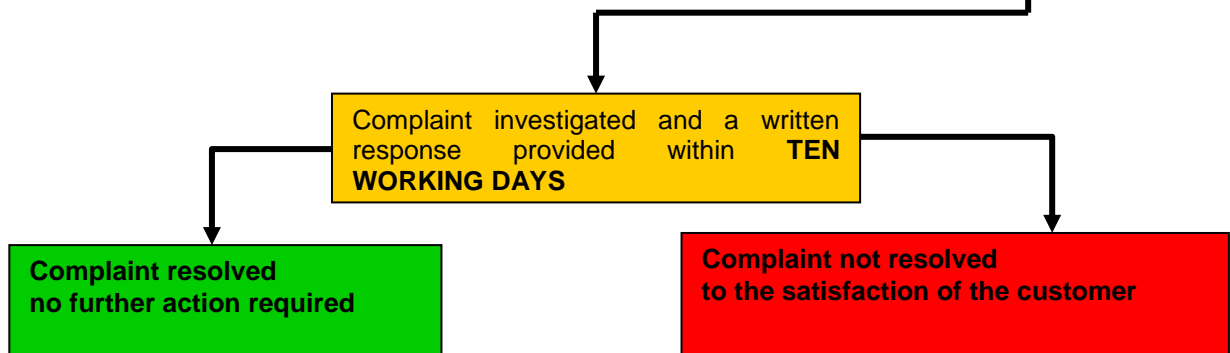
## Point of Service - Informal

This is the first opportunity for a service to resolve a customer's dissatisfaction, and the majority of complaints will be resolved informally.



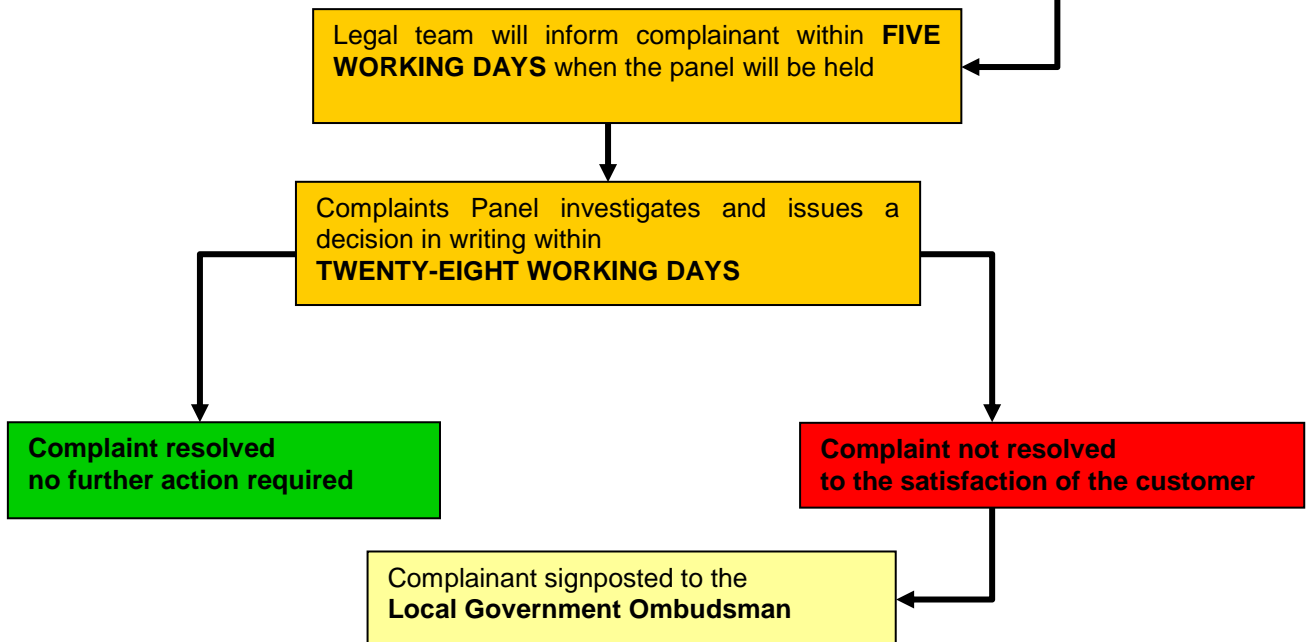
## Service Review – Formal

This is where the Group Manager will look into a complaint that has not been resolved informally.



## Complaints Panel

The Complaints Panel will review the complaint and response provided.



A customer can complain directly to the Local Government Ombudsman (LGO). The Ombudsman will usually investigate a complaint only after it has been through all of our complaints procedure. There are some exceptions to this rule, advice can be sought from the LGO Advice Team on 0300 061 0614.