

**NEW FOREST DISTRICT COUNCIL**

**LOCAL GOVERNMENT AND SOCIAL CARE OMBUDSMAN COMPLAINT HANDLING CODE SELF ASSESSMENT – JUNE 2024**

<b>Code section</b>	<b>Action</b>	<b>Do we follow the Code: Yes/No</b>	<b>Explanations and Commentary</b>
<b>1: Definition of a service request and complaint</b>	We recognise the difference between a service request and a complaint, and these are defined in our policies and procedures.	Yes	See the Council's <a href="#">Corporate Complaints Procedure</a> . Sections 3 and 4.
<b>2: Exclusions</b>	Our complaints policy sets out circumstances where we would not consider a complaint. These are reasonable and do not deny individuals access to redress.	Yes	See the Council's <a href="#">Corporate Complaints Procedure</a> . Section 4.
<b>3: Accessibility and awareness</b>	We provide different channels through which individuals can make complaints. These are accessible and we can make reasonable adjustments where necessary	Yes	See the Council's <a href="#">Corporate Complaints Procedure</a> . Section 6.
<b>4: Complaint handling resources</b>	We have designated, sufficient resource assigned to take responsibility for complaint handling. Complaints are viewed as a core service and resourced accordingly.	Yes	

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<b>5: The complaint handling process</b>	We have a single policy for dealing with complaints covered by the Code and individuals are given the option of raising a complaint where they express dissatisfaction that meets the definition of the complaint in our policy.	Yes	
<b>6: Complaints stages (Stage 1)</b>	We process stage 1 complaints in line with timescales and processes set out in the Code.	Yes	See the Council's <a href="#">Corporate Complaints Procedure</a> . Section 9.
<b>6: Complaints stages (Stage 2)</b>	We process stage 2 complaints in line with timescales and processes set out in the Code.	Yes	See the Council's <a href="#">Corporate Complaints Procedure</a> . Section 9.
<b>7: Putting things right</b>	When something has gone wrong we take action to put things right.	Yes	See the Council's <a href="#">Corporate Complaints Procedure</a> . Section 10.
<b>8: Performance reporting and self-assessment</b>	We produce an annual complaints performance and service improvement report for scrutiny and challenge which includes a self-assessment against the Code.	Yes	
<b>9: Scrutiny &amp; Oversight</b>	We have appropriate senior leadership and governance oversight of the complaints process and performance.	Yes	