

Appendix 2

	Heading from original policy	What's changed	Reason why
	Version control	Removed version control box at start of document	While it is predominantly a staff facing document, residents will be able to view this from the website if they require a deeper dive. Now included at end of document.
1	How to tell us...	Replaced with new introduction paragraph. Wording is more complaints focused to help staff and customers	Not required, new intro and purpose paragraphs pick up on points
2	Compliments	Reworded and included in introduction paragraph	Link to feedback form to pick up compliments
3	Comments	Reworded and included in introduction paragraph	Link to feedback form to pick up comments
4	Council policies	Removed section	Now summarised in Section 4 "what we don't consider a complaint"
5	Complaints – how to complain	Amalgamated into S3	Included in S3 "what is a complaint" to help reader understand what a complaint is
6	What is a complaint	Reworded to provide clarity around definition of a complaint	Revised definition included within S3
7	There will be times...	Reworded and summarised	Now included in S4
8	How can complaints be made	Reworded and broken down into Stages	Included in S7 "how can complaints be made" Need to ensure that staff and complainants understand Stage 1 & Stage 2 are in writing to formally trigger process
9	Things to include	Removed	Included in S6 "Different stages of the complaints process" stage 1 and webform, asking for as much info as possible
10	When can you make a complaint	Reworded and summarised	Included as opening sentence in S6 "different stages..."
11	Confidentiality	Reworded and included in S8 "privacy and customer information"	Included in privacy notice which can be accessed via link from policy
12	So here is what to do....	Reworded to reflect change in two stage process	Promoted to higher up in document. Included in S6 and accompanied by process map
13	Still not satisfied	Removed as this looks at Stage 3 of original process	Included in S6

Appendix 2

14	What if you are still not happy	Reworded	Included in S6.5 Local Government Ombudsman section
15	Anonymous complaints	Reworded and summarised	Included in S9
16	Equal opportunities	Removed	To be included in Equality Impact Assessment
17	Dealing with persistent, vexatious...	Reworded	Included in S10 Dealing with unreasonable customer behaviour
18	Comment, complaint or compliment form	Removed	Not required, link to form via policy document
New	Learning from complaints	New section S11 Learning from complaints	Confirm we would apologise if complaint upheld and recorded on complaints platform
New	Reporting & monitoring	New section S12 Reporting and monitoring	Confirm we will report to O&S committee on quarterly basis as part of existing performance report
New	Responsibility of the policy	New section S13 Responsibility of the procedure	Confirming responsibility of the policy as MO/ JCX
New	Workflow	New and included Appendix 1	High level view of process to be used a training guide
New	Communication to customers	New section S6.4 communication to customers at informal, Stage 1 & 2	Clarifying the process for officers and managers to communicate throughout the process