

Appendix 2

Stage 2 decision template

CUSTOMER SERVICES AND ORGANISATIONAL DEVELOPMENT

12 Strathkelvin Place

Kirkintilloch

G66 1XQ

Telephone: 0300 123 4510

Our Ref: **COMPLAINT REFERENCE**

Date: **DATE**

Email: complaints@eastdunbarton.gov.uk

CUSTOMER SERVICES AND ORGANISATIONAL DEVELOPMENT

12 Strathkelvin Place

Kirkintilloch

G66 1XQ

Telephone: 0300 123 4510

Dear **RESIDENT NAME**

Complaint Reference Number: COM- Stage 2 Decision – SUBJECT OF COMPLAINT

I refer to your complaint received, and I thank you for bringing this matter to our attention.

I have looked at the matters raised in your complaint in accordance with Stage 2 of East Dunbartonshire Council's Complaints Handling Procedure (CHP), and having completed my investigation, I can provide you with the following information:

You contacted [for example, Complaints Team, Chief Exec] on [Date] to complain about [Issue]. I have management responsibility for these areas and [for example: Complaints Team, Chief Exec] asked me to investigate your concerns. I have now completed my investigation of your complaint. In this letter I will explain what I found out during my investigation, what my conclusions are [insert if relevant: and what actions I am taking to address your concerns].

The complaints you agreed with [for example, me / complaints team] on [Date] and that I have investigated are:

1.[enter all complaints in order of severity of impact]; and

2.[enter complaints]

Background

[Background to the events leading to the complaint including brief time-line if helpful]

·This section should outline relevant events/facts only

Investigation

·Provide brief background to investigative process for example: I have reviewed the documentation you provided, views of staff involved, notes etc. Include reference to protocols policies guidance and relevant legislation you have referred to in the course of your investigation (more details can be attached if needed)

·Outline a timeline of key events/ communications (where appropriate) in date order if relevant for example: I spoke to Mr X on (date)

[Complaint 1: insert detail as above]

What happened?

[List out the relevant information you have considered – this should include any differing views. Discuss the evidence presented and available from the complainant / in the records / discussed with staff / communication from staff. Always remain objective and not subjective]

What should have happened?

[Identify relevant policy, internal process/procedure that should have been taken into account in relation to the issue of complaints (Ensure all relevant policies / procedures are current and are available on file or electronically)]

Provide any other factual evidence relevant to the complaint, for example, expert opinion.]

Conclusion

[The conclusion should summarise the complaint, the arguments presented, and combine factual points that identify any areas of poor practice or service failure.]

Identify key areas where any failings have already been identified and / or remedial action has already taken place as a result of the complaint.

Summarise these below each complaint and/or at the end of the letter.

Note apologies, meetings or other steps already provided by staff to address the concerns

Action[s]/ Learning Point[s]	Action Completion Date (if possible)

[Enter complaint 2 ... follows same pattern as complaint 1)

What happens next?

I will follow up to ensure that the action points I have identified are completed. If there is anything in this letter which you would like to discuss with me, please contact me. My contact details are shown below.

Having reviewed all the information and evidence, I conclude that your complaint is

Insert outcome

If you are unhappy with this response, you have the right to ask the Scottish Public Services Ombudsman (SPSO) to look at your complaint.

The SPSO is the final stage for complaints about public services in Scotland. This includes complaints about local authorities. If you remain dissatisfied after our complaints process has been concluded, you can ask the SPSO to look at your complaint. The SPSO cannot normally look at complaints:

- where you have not gone all the way through the complaints handling procedure
- more than 12 months after you became aware of the matter you want to complain about, or
- that have been or are being considered in court

You can contact the SPSO:

- by freepost Freepost SPSO
- by freephone 0800 377 7330
- online www.spsso.org.uk/contact-us
- website www.spsso.org.uk

Yours sincerely

Joseph Greatorex

Joseph Greatorex
Corporate Performance & Research Manager