

**Caerphilly County Borough Council**  
**Complaint Handling Processes**  
**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.
- Complaints responses should set out clearly the next stage and the right to approach the Ombudsman.

• **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 of 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 organisations'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 us [complaints@caerphilly.gov.uk](mailto:complaints@caerphilly.gov.uk), telephone: 01443 864221,  
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