



## **Nottingham City Council Complaint Review Policy and Procedure**

Nottingham City Council aims to investigate and respond to complaints in a way that satisfies the complainant, however, sometimes a complainant is dissatisfied with the way their complaint was investigated and they can request the investigation to be reviewed.

A Review looks at the way a complaint was investigated and addressed by the Service. It looks at the process the service used to come to its decision and the response that was provided to the Citizen. It cannot necessarily change the outcome of the complaint.

This document sets out how a complaint review is to be conducted and is to be used in conjunction with the Have Your Say Policy and Procedure and other relevant council policies around complaint investigation and data handling.

### **1. What is a complaint review?**

A complaint review looks at:

- The response you received from the service about your complaint
- The way the complaint investigation was carried out by the service
- How the service came to its decision about your complaint

### **2. What is the criteria for a complaint review?**

A complaint review can only take place once you have received your complaint response from the service.

A review can only take place on a complaint subject that falls within the Have Your Say (HYS) complaints procedure.

### **Complaints that fall outside of the complaint review process:**

A complaint review cannot be carried out on the following:

- a) Appeals against refusal of planning permission or against conditions placed on a grant of planning permission
- b) A complaint about social care services (children and adults)
- c) A school admission or exclusion appeal
- d) A complaint about a school
- e) A complaint from a City Council employee about an employment matter
- f) An appeal against the issue of a penalty charge notice by the parking enforcement team and the recovery process which follows
- g) Dispute a fixed penalty for environmental crimes (including dog-fouling)
- h) Dispute a penalty charge notice for Bus Lane Contravention
- i) Any appeal against the exercise of a police power
- j) A complaint about the refusal of disabled badges for parking exemption
- k) A complaint about the independent Rent Officer
- l) A complaint about Anti-Social Behaviour

- m) A complaint about Nottingham City Homes
- n) Appeals regarding Resident Permits/Dispensation Access Permits

### **3. How long does a complaint review take?**

We will aim to complete the complaint review within 25 working days, however sometimes a review can take longer so if the review needs to be extended we will contact you to advise you of this.

### **4. How to request a complaint review?**

You should submit your complaint review request within 30 working days of receiving your original complaint response.

Delaying the review request makes it more difficult to investigate events fully because records may no longer be available, staff who were closely involved may have left or people's memories of the incident may have faded.

Review requests should be made in writing to [ComplaintReview@nottinghamcity.gov.uk](mailto:ComplaintReview@nottinghamcity.gov.uk) or by letter sent to HYS Complaint Review, Loxley House, Station Street NG2 3NG.

When contacting us to request a review, please make sure you tell us about the reasons why you are unhappy with the complaint response you have already received. This helps us to understand your concerns and carry out the review accordingly.

### **5. What happens when I have requested a complaint review?**

The Customer Experience Lead will determine if your complaint is appropriate to be reviewed and if it is, they will carry out the review.

As part of a review, your original complaint and the response you received will be considered. A review looks at the process the service used to come to the outcome decision of your complaint. Sometimes the review will lead to recommendations or actions for the service, but it is unlikely that a review will change the outcome of the complaint.

You will receive your review response in writing.

If it is not appropriate to carry out the review, you will be advised of this directly.

Reasons that a review request may not be carried out can include:

- Because the complaint has already reached the expected resolution
- The review is outside the request timescale

### **6. What should I do if I am still unhappy with my complaint response after my review?**

If you remain dissatisfied with the outcome of your complaint review, you should contact the Local Government Ombudsman, by calling 0300 061 0614 or by writing to The Local Government Ombudsman, PO Box 4771, Coventry, CV4 0EH.