

SERVICE STANDARDS

The Monitoring Officer will ensure that:

- All written complaints are responded to within 10 working days in accordance with the Council's customer service standards
- Subject to administrative arrangements, all assessment hearings will be heard within 20 working days of receipt of the complaint
- All complaints are logged on the Council's case management system (Civica) with each file accorded its own individual reference
- All complaint files will be anonymised to protect identity and preserve confidentiality
- Decision notices will be drafted for review by the clerk to the relevant Sub-Committee within 3 working days and issued within 5 working days of the decision (subject to response from the Sub-Committee members)
- Progress of complaints will be reported to the Standards Committee each month
- Any investigations lasting longer than 6 months will be reported to the Committee, with reasons where this does not breach confidentiality
- All concluded investigation reports will be set down for hearing by the Adjudication Sub-Committee within 20 working days (subject to administrative arrangements)
- All hearings will be set down within 3 months of the conclusion of the investigation report subject to a satisfactory period for the pre-hearing process
- Any delay in these service standards will be notified to all parties in the matter explaining the delay where this does not breach confidentiality
- All telephone requests will be responded to within 20 seconds in accordance with the Council's customer service standards.
- Where the Monitoring Officer is out of the office the matter will be responded to by the Deputy Monitoring Officers where no conflict of interest arises
- Any emails or voicemail messages for the Monitoring Officer will be dealt with upon return to the office. Where that absence arises from leave, arrangements will be made for another officer to deal with those queries.

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