

**STAGE 1
FRONTLINE
RESOLUTION**

A complaint may be made in person, by phone, by email or in writing. Your first consideration is whether the complaint should be dealt with at Stage 1 (Frontline resolution) or Stage 2 (Complaint/Investigation) of the CHP

**STAGE 2
COMPLAINT/
INVESTIGATION**

**Stage 1
Frontline Resolution**

Always try to resolve the complaint quickly and to the complainant's satisfaction wherever possible

Provide a decision on the complaint within five working days unless there are exceptional circumstances

Is the complainant satisfied with the decision?

Complaint closed and outcome recorded

**Stage 2
Complaint/Investigation**

1. Investigate where the complainant is still dissatisfied after communication of decision at Stage 1.
2. Investigate where it is clear that the complaint is particularly complex or will require detailed investigation.

Send acknowledgement within **three working days**.

Provide the decision as soon as possible but within **20 working days**, *unless* there is a clear reason for extending this timescale. Include information on Scottish Public Services Ombudsman.

Communicate the decision in writing. Advise the complainant about the SPSO and time limits

Complaint closed and outcome recorded