

## ESSENTIAL REFERENCE PAPER 'A'

### IMPLICATIONS/CONSULTATIONS:

Contribution to the Council's Corporate Priorities/ Objectives	<p><b>People – Fair and accessible services for those that use them and opportunities for everyone to contribute.</b></p> <p>This priority focuses on delivering strong services and seeking to enhance the quality of life, health and wellbeing, particularly for those who are vulnerable.</p>
Consultation:	On-going operation of the 3Cs procedure includes the involvement of feedback champions from all directorates.
Legal:	<p>The Regulators Code 2014, places a statutory obligation upon the Council to run an effect complaints procedure and appeals process:</p> <p><i>'2.3 Regulators should provide an impartial and clearly explained route to appeal against a regulatory decision or a failure to act in accordance with this Code. Individual officers of the regulator who took the decision or action against which the appeal is being made should not be involved in considering the appeal. This route to appeal should be publicised to those who are regulated.</i></p> <p><i>2.4 Regulators should provide a timely explanation in writing of any right to representation or right to appeal. This explanation should be in plain language and include practical information on the process involved.</i></p> <p><i>2.5 Regulators should make available to those they regulate, clearly explained complaints procedures, allowing them to easily make a complaint about the conduct of the regulator.'</i></p> <p>There is also the potential legal consequence of not addressing a complaint through the council's complaint procedure could be significant. Best practice indicates that if complaints are dealt with at an early stage, this reduces an escalation of the complaint, potentially to a legal claim.</p>
Financial:	<p>There are no capital or revenue costs associated with this report.</p> <p>However, claims for damages and compensation could be significant should the 3Cs procedure not be followed</p>

	to rectify any issues as soon as they arise in a professional and timely manner.
Human Resource:	Each service has a member of staff who is knowledgeable about the 3Cs procedure and administrates compliments, comments and complaints on the database on behalf of the service (3Cs champions).
Risk Management:	<i>None.</i>
Health and wellbeing – issues and impacts:	<i>None.</i>