

Complaint/Dissatisfaction - Log

Initially, a complaint is 'any expression of dissatisfaction about the service provided which is not resolved by operational staff as normal business'. When a complaint is received, you should first make sure that there are no outstanding actions that could be taken to resolve their issue. Put yourself into the client's shoes and look at how you can resolve their problem, and, when appropriate sign post them to other agencies or departments that may be able to provide them with additional help or support.

A fundamental has been developed to help understand the dissatisfaction process, for more information refer to [My role in Dissatisfaction](#).

A client can raise a complaint at any stage of the process and also up to 14 months after the case has been closed. In the case of complaints received from Members of Parliament (MPs), independent case examiner (ICE) and parliamentary and health service ombudsman (PHSO) there is no time limit.

If a client is dissatisfied or complains about Case Closure relating to residual arrears or the case closure journey determine:

- If financial transition is complete contact the 93/03 Rules Reassessment team to source the Legacy information (2003 or 1993 Scheme) needed to progress the issue. However, if the issue is about the service received from Legacy (2003 or 1993 Scheme) it must be dealt with by the scheme that provided the service.
- If the client has been advised about residual arrears in a case closure letter and financial transition to CMS 2012 is not complete the issue must be dealt with by the Legacy Case Closure team (2003 or 1993 Scheme).
- If the client has an open dissatisfaction or complaint with both Legacy (2003 or 1993 Scheme) and CMS 2012 then the caseworkers dealing with the scheme specific issues should liaise internally to ensure all the client's issues are being worked through and the best customer service is provided across the two schemes

The objective of this process is for a caseworker to try to resolve an issue with the client early, through discussion, or by sending out the appropriate documentation, without having to escalate the case to complaints resolution, review or appeals. To achieve early resolution, the caseworker should listen to the client, take ownership of the complaint and manage the client's expectations.

If the issue can be resolved simply the caseworker will discuss the resolution action with the client and if the client agrees, that action is carried out.

If the issue cannot be resolved simply or the client rejects the resolution plan, the issue is escalated to the team leader to discuss further options before giving the caseworker authorisation to refer to the case to the complaints resolution team.

Where a client is unhappy regarding any outcome decision made by the complaints resolution team, the complaint review process will need to be followed. If a client disagrees with an appealable decision, the Mandatory Reconsideration process needs to be followed. For more information refer to [Mandatory Reconsideration](#).

Once it is identified that the disputes process should not be followed the issue should first be logged as dissatisfaction, only progressing to a complaint once the receiving caseworker and team leader have been unable to resolve.