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Telephone: Work Telephone

Your reference:

Our reference:

Date:

Dear

I am writing in respect of the complaint you made on , against .

Thank you for taking the time to speak with me on / / and agreeing to locally resolve your complaint.

As discussed, this will mean that we can address your concerns in an efficient and timely manner so that the *officer/officers* concerned will be able to reflect on their conduct and learn from what you have told us.

When we look at any complaint form the public we look at two issues:

Conduct and Performance

Conduct, is when we have identified that our staff know how to do it but have chosen not to or have failed to do so.

Performance is when we have identified that staff don't know how to do it and this will require further support and/or training etc.

The following steps will be completed under the Local Resolution procedure:

1) In order to address the **conduct** issues identified.

- ***** will be spoken to regarding the handling of your call.
- He/She will be directed to pay particular attention to utilising his/her active listening skills and to improve on his/her customer service.
- His/Her line manager will be made aware and will continue to actively monitor his/her calls to ensure we maintain our high standards of service.
- The call will be quality assured and this will be retained for future reference to aid further development.
- He/She will also be given the opportunity to reflect on the impact of his/her handling of the call and I can assure you that he/she will take on board the feedback you have provided.

Finally, the PSC has also reviewed the **performance** of those subject to your complaint and has advised that their performance was **[satisfactory/unsatisfactory]. [If unsatisfactory, explain what action is to be taken]*

In the meantime if you have any questions then please contact me. My details are at the top of this letter. I am usually here in office hours Monday to Friday, or you are welcome to leave a message and I will get back to you.

Yours sincerely,

Name
Rank/Grade
B/OCU