# Example: Self-assessment against the requirements of the Code

| **Code section**  | **Action**  | **Do we follow the Code:****Yes/No**  | **Explanations and Commentary** |
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| **1: Definition of a service request and complaint** | We recognise the difference between a service request and a complaint, and these are defined in our policies and procedures. | Yes | ­­Defined in section 1 of the complaints policy: [Complaints policy | How to make a complaint or compliment | Hinckley & Bosworth Borough Council](https://www.hinckley-bosworth.gov.uk/info/200025/compliments_and_complaints/268/how_to_make_a_complaint_or_compliment) |
| **2: Exclusions** | Our complaints policy sets out circumstances where we would not consider a complaint. These are reasonable and do not deny individuals access to redress.  | Yes | Set out in section 2 of the policy |
| **3: Accessibility and awareness** | We provide different channels through which individuals can make complaints. These are accessible and we can make reasonable adjustments where necessary | Yes | Set out in section 3 of the policy |
| **4: Complaint handling resources** | We have designated, sufficient resource assigned to take responsibility for complaint handling. Complaints are viewed as a core service and resourced accordingly. | Yes | Democratic Services Manager is designated Complaints Manager. Complaints are within job description of the Democratic Services Manager and Democratic Services Officer |
| **5: The complaint handling process** | We have a single policy for dealing with complaints covered by the Code and individuals are given the option of raising a complaint where they express dissatisfaction that meets the definition of the complaint in our policy. | Yes | Outlined in the policy |
| **6: Complaints stages (Stage 1)** | We process stage 1 complaints in line with timescales and processes set out in the Code. | Yes | Acknowledged within five working days of receipt. Stage 1 response within 10 working days of acknowledgement |
| **6: Complaints stages (Stage 2)** | We process stage 2 complaints in line with timescales and processes set out in the Code. | Yes | Stage 2 response within 20 working days |
| **7: Putting things right** | When something has gone wrong we take action to put things right. | Yes | All officers responding at stage 1 and 2 have the autonomy to take necessary actions |
| **8: Performance reporting and self-assessment** | We produce an annual complaints performance and service improvement report for scrutiny and challenge which includes a self-assessment against the Code. | Yes | Annual report produced for approval by the Ethical Governance & Personnel Committee and published on our website. This self-assessment is an appendix to the annual report |
| **9: Scrutiny & Oversight** | We have appropriate senior leadership and governance oversight of the complaints process and performance. | Yes | Annual report produced for SLT and the Ethical Governance & Personnel Committee. Findings of fault by the LGSCO presented to Ethical Governance & Personnel Committee. Executive member for Corporate Services (with responsibility for complaints) is regularly updated on complaint handling performance. |