

NEW FOREST DISTRICT COUNCIL

LOCAL GOVERNMENT AND SOCIAL CARE OMBUDSMAN COMPLAINT HANDLING CODE SELF ASSESSMENT – MAY 2025

Code section	Action	Do we follow the Code: Yes/No	Explanations and Commentary
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	See the Council's Corporate Complaints Procedure . Sections 3 and 4.
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	See the Council's Corporate Complaints Procedure . Section 4.
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	See the Council's Corporate Complaints Procedure . Section 6.
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	

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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	See the Council's Corporate Complaints Procedure . Section 3.
6: Complaints stages (Stage 1)	We process stage 1 complaints in line with timescales and processes set out in the Code.	Yes	See the Council's Corporate Complaints Procedure . Section 9.
6: Complaints stages (Stage 2)	We process stage 2 complaints in line with timescales and processes set out in the Code.	Yes	See the Council's Corporate Complaints Procedure . Section 9.
7: Putting things right	When something has gone wrong we take action to put things right.	Yes	See the Council's Corporate Complaints Procedure . Section 10.
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	This is published online here: Feedback, comments and complaints - New Forest District Council
9: Scrutiny & Oversight	We have appropriate senior leadership and governance oversight of the complaints process and performance.	Yes	Complaint performance is considered by the Council's Executive Management Team, Scrutiny Panels, Cabinet and Members Responsible for Complaints.