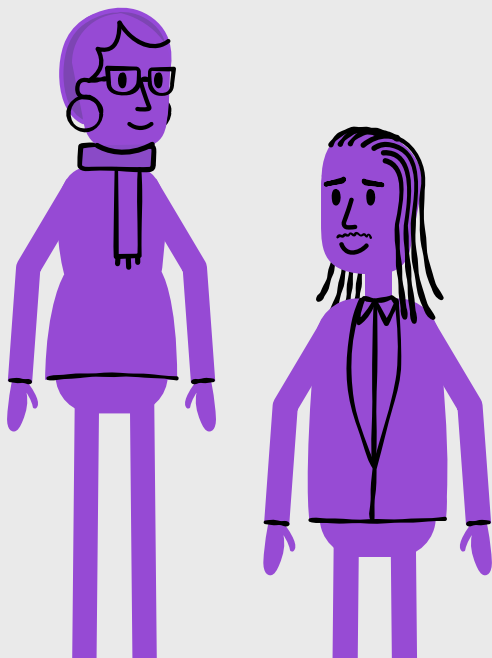


Complaint Standards

The UK Central Government Complaint Standards set out how organisations providing central Government services should approach complaint handling. They have been co-developed with UK central Government departments, other public bodies and advice and advocacy groups.

Building on the good practice that already exists, they provide a consistent approach to complaint handling across Government departments. They will:

- help your organisation deliver what service users want when they make a complaint
- support colleagues to deliver good complaint handling day in, day out.



Public Service

Ombudsman

Using the Complaint Standards and supporting guidance

Below are some steps you can take to get you started.

Step 1

Assess your organisation's approach to complaint handling against the expectations in the Complaint Standards. You can use the Organisational assessment matrix to identify what you are already delivering and any areas you would like to develop.

Step 2

Compare your existing complaints procedure to the Model complaint handling procedure. Consider what actions or changes you can make to enable you to meet the Complaint Standards.

Step 3

Review the supporting guidance when it is released over the coming months. This will help you meet the Complaint Standards.

Step 4

Consider what complaint handling training you already provide. Identify any additional training needs your colleagues might have so they can successfully deliver the Complaint Standards.

Where to go if you need more information

You will find all the available Complaint Standards materials on the Ombudsman's website www.ombudsman.org.uk/gcs

If you need help or have any questions or feedback on the UK Central Government Complaint Standards materials, please contact the Ombudsman's Stakeholder Engagement Team liaisonmanagers@ombudsman.org.uk