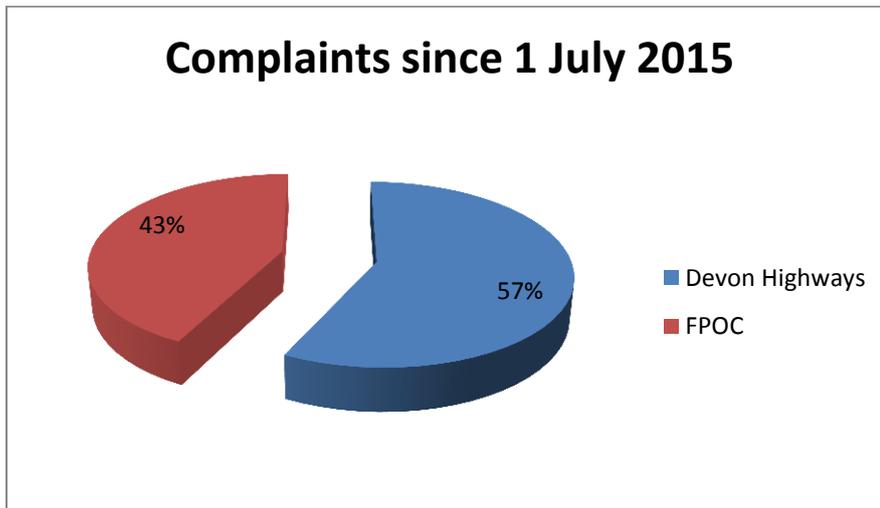


Complaints/Representations/FOI's

As of 1 July 2015, the Customer Relations Team have agreed to allocate all complaints and representations to the Clerical Mailbox in the first instance.

Anmarie will be responsible for responding to these if a standard/template response can be given. If not, she will then allocate to the appropriate officer.

The graph below shows the complaints received since 1 July 2015 which have been allocated to officers or dealt with at first point of contact. We have received a total of 75 complaints since 1 July 2015.



It is important that your teams make you aware of staff absence and that you communicate throughout the BCMT, especially before Anmarie allocates complaints/representations to keep the process as tidy as possible.