

## LGSCO Self-assessment against the requirements of the Code (August 2025) for 2024/25 Financial year

Code section	Action	Do we follow the Code: Yes/No	Explanations and Commentary
<b>1: Definition of a service request and complaint</b>	We recognise the difference between a service request and a complaint, and these are defined in our policies and procedures.	Yes	<p>Page 4 of the Council's Customer Feedback and Complaints Policy section 2.1:</p> <p><i>'A request that the Council provides or improves a service, fixes a problem or reconsiders a decision.'</i></p> <p>Page 5 of the Council's Customer Feedback and Complaints Policy section 3.1 sets out the definition of a complaint in line with LGSCO Code:</p> <p><i>"An expression of dissatisfaction, however made, about the standard of service, actions or lack of action by the Council, its own staff, or those acting on its behalf, affecting an individual or group of individuals."</i></p> <p><b>Source:</b> <a href="#">FHDC Customer Feedback and Complaints Policy</a></p>

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<b>2: Exclusions</b>	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	<p>Page 7 the Council's Customer Feedback and Complaints Policy (section 4.2) set out list of matters falling outside of the scope of the complaints procedure.</p> <p><b>Source:</b> <a href="#">FHDC Customer Feedback and Complaints Policy</a></p>
<b>3: Accessibility and awareness</b>	We provide different channels through which individuals can make complaints. These are accessible and we can make reasonable adjustments where necessary	Yes	<p>Page 7 (section 5) of the Council's Customer Feedback and Complaints Policy.</p> <p>Page 9 (section 7.2) of the Council's Customer Feedback and Complaints Policy sets out methods to make a complaint.</p> <p><b>Source:</b> <a href="#">FHDC Customer Feedback and Complaints Policy</a></p>
<b>4: Complaint handling resources</b>	We have designated, sufficient resource assigned to take responsibility for complaint handling. Complaints are viewed as a core service and resourced accordingly.	Yes	The council has a dedicated Housing and Corporate Complaints officer that resides within the Governance, Performance and Risk Team. The officer has access to staff at all levels to ensure prompt resolution of complaints. A dedicated contact list of staff is in place ensure complaints are escalated to the correct person for investigation.

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<b>5: The complaint handling process</b>	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	The council policy is a corporate wide customer feedback and complaints policy that covers all council services, including the housing landlord service.  <b>Source:</b> <a href="#">FHDC Customer Feedback and Complaints Policy</a>
<b>6: Complaints stages (Stage 1)</b>	We process stage 1 complaints in line with timescales and processes set out in the Code.	Yes	Customer Feedback and Complaints Policy Section 8 (Pages 8-11) sets out the Stage 1 timescales and processes.  <b>Source:</b> <a href="#">FHDC Customer Feedback and Complaints Policy</a>
<b>6: Complaints stages (Stage 2)</b>	We process stage 2 complaints in line with timescales and processes set out in the Code.	Yes	Customer Feedback and Complaints Policy Section 9 (Pages 11-12) sets out the Stage 2 timescales and processes.  <b>Source:</b> <a href="#">FHDC Customer Feedback and Complaints Policy</a>
<b>7: Putting things right</b>	When something has gone wrong we take action to put things right.	Yes	Customer Feedback and Complaints Policy Section 10 (Pages 12-13) sets out 'Putting things right'  <b>Source:</b> <a href="#">FHDC Customer Feedback and Complaints Policy</a>

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<b>8: Performance reporting and self-assessment</b>	We produce an annual complaints performance and service improvement report for scrutiny and challenge which includes a self-assessment against the Code.	Yes	Annual complaints performance and service improvement report is produced and presented to the Council's Corporate Governance Board (CGB) and Member Responsible for Complaints (MRC). The 2024/25 report was also presented to Cabinet on 18 <sup>th</sup> September 2025 and is published at link here: <a href="#">Agenda for Cabinet on Thursday, 18th September, 2025, 5.00 pm   Folkestone &amp; Hythe District Council</a>
<b>9: Scrutiny &amp; Oversight</b>	We have appropriate senior leadership and governance oversight of the complaints process and performance.	Yes	<p>Annual complaints performance and service improvement report is produced and presented to the Council's Corporate Governance Board (CGB) and Member Responsible for Complaints (MRC). 2024-25 report to be presented to Cabinet on 18<sup>th</sup> September 2025.</p> <p>Quarterly reports on complaints performance are presented to our Corporate Governance Board (CGB), Corporate Leadership Team (CLT) and Member Responsible for Complaints (MRC).</p> <p>Performance data on complaints shared with the Member Responsible for Complaints (MRC) as part of monthly portfolio meetings.</p>