

## Scomis Customer Feedback Policy

Scomis are committed to focussing on the needs of our customers and partners. We welcome feedback and recognise that it is an opportunity for us to learn and improve,

### 1. Ways to give us feedback

There are several ways in which you can give us feedback:

- By telephone: 01392 385300
- By email: [scomis@devon.gov.uk](mailto:scomis@devon.gov.uk)
- At your account review meeting
- By clicking on the rating link in your resolution email
- By writing to us at: Scomis Service Performance, Great Moor House, Bittern Road, Sowton, Exeter, Devon. EX2 7NL
- By completing a feedback form on our website [here](#)
- By completing the feedback form in MyScomis
- By messaging us on social media

### 2. How we publicise the Scomis Customer Feedback Policy

Our customer feedback policy is published on our [website](#)

### 3. Key aims of the Scomis Customer Feedback Policy

- Easy to access – customers can give feedback in a variety of ways
- Record and analyse feedback – to help us identify trends, to establish what lessons we can learn, and to see if we can improve our services
- Use plain language in all our communications
- Monitor performance against our targets for responding to feedback
- Transparent and easy to follow process
- Ensure fair and equal access to our services

### 4. Details of the complaints procedure

**Stage one**

Following receipt of any complaint or expression of dissatisfaction the nominated officer will determine at the outset whether it is an informal complaint or whether it should be upheld and treated as a formal complaint.

**Stage two**

Informal complaints: These will be logged, and you will be contacted within three working days to discuss your issues and be advised of any future actions.

Formal complaints: These will be logged, and you will be sent an email acknowledgement within three working days that will include the name of the manager investigating and when you should receive your formal response.

You will then receive an email within ten working days containing the details of our final responses to your complaint. If we are not able to provide a response within 20 working days, the responding manager will update you on progress and let you know when a response can be expected.

Following the response to your complaint being issued, you will be contacted to discuss the details of the response. Should you not be satisfied with our response following stage two you may request your complaint be escalated to the Head of Service who will acknowledge this within three working days.

The Head of Service will undertake a review of all relevant information and you will be advised of the outcome within ten working days. In more complex cases where this could take longer, we will keep you informed of progress and timescales.

If you are dissatisfied with any response following escalation of your complaint you may contact the Local Government Ombudsman.

**Local Government Ombudsman**, The Oaks No 2, Westwood Way,  
Westwood Business Park, Coventry. CV4 8JB

T: 024 7682 0000

DX: DX 702110 Coventry 6

**Advice Team: 0300 061 0614**

Scomis Customer Feedback Policy will be subject to an annual review considering customer and staff feedback and the effectiveness of the policy.

A handwritten signature in black ink, appearing to read 'P. Lightowlers'.

Paul Lightowlers

Group Services Manager