



Resolving complaints

- Resolving a complaint is when both the organisation and the customer agree what action (if any) will be taken to provide full and final resolution for the customer, without making a decision about whether the complaint is upheld or not upheld.
- A complaint can be resolved at any stage of the complaints handling process.
- When a complaint is resolved, you do not normally need to continue looking into it or provide a response on all points of the complaint. However, you may wish to where there is evidence of a wider problem or potential for useful learning.

Equality and accessibility

- All public sector organisations are required to make their complaints service accessible to relevant groups under equalities and mental health legislation.
- You can use our guidance on [complainants with vulnerabilities](#) that highlights potential vulnerabilities and provides examples of possible adjustments we can make to our own service. You can use these examples when considering accessibility to your local complaints process.

Supporting staff

- Ensure your organisation is supporting staff who are the subject of complaints by:
 - sharing the relevant parts of the complaint with the staff involved;
 - signposting staff to support and information about the complaints process;
 - keeping staff updated about the progress of the complaint in addition to keeping the complainant updated;
 - sharing the relevant parts of the complaint response with the staff involved;
 - and having an engagement policy in place that supports staff and users to engage positively with each other, and protects staff from behaviour which can have a negative impact. Please see our [good practice guidance for organisations on handling difficult situations](#) for more information.

Other tips

- At the start of a stage 2 complaint, try to contact the complainant to confirm the points of complaint and desired outcome if they are not clear.
- If you need to extend the 20 working day investigation deadline, we recommend keeping the person making the complaint and any staff member/s involved updated at least once every 20 working days beyond the initial deadline.
- Explain to customers that you do not take complaints on social media but ensure to tell them how they can complain.
- Organisations should be careful not to operate a 'two-tier' complaint system with preferential treatment for some customers (for example MPs/MSPs). Please see [text in green under paragraph 62 in Part 2](#) for more information.