

## Example: Self-assessment against the requirements of the Code

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>see <a href="#">Complaint Handling policy and procedure   Bradford Council</a></p> <p><b>Section 5: Definition of a Complaint</b>  <b>5.1 Complaint</b>  <b>5.2 Service Requests</b></p> <p>See also <a href="#">How we handle service requests and complaints - Frequently asked questions   Bradford Council</a> information available on the Council's website which provides further information to complainants regarding why we deal with some complaints as service requests.</p>
<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>See <a href="#">Complaint Handling policy and procedure   Bradford Council</a></p> <p><b>Section 9: Scope and limitations</b></p> <p>We provide an explanation to complainants where a complaint is not considered and the reasons why.</p>

<p><b>3: Accessibility and awareness</b></p>	<p>We provide different channels through which individuals can make complaints. These are accessible and we can make reasonable adjustments where necessary</p>	<p>Yes</p>	<p>See <a href="#">Complaint Handling policy and procedure   Bradford Council</a></p> <p><b>Section 6: How to make a complaint</b></p> <p>We explain that complaints can be made online, by telephone or in writing and provides information regarding accessibility and the use of digital tools.</p> <p>Letter Templates include email address, telephone number and postal address for the Complaints team</p> <p>Website information provides an online form, telephone number, postal address and where to speak to someone in person at the Council's Customer Service Centres. Information is also provided regarding help from the Council's Sensory needs service and complainants are asked to tell us if they need any reasonable adjustments.</p> <p>Complaints officers check where reasonable adjustments are needed and put these in place wherever possible. This can include large text on letters, coloured paper, preferred method of contact.</p> <p>All staff in the Council's complaints team have undertaken appropriate training and access ongoing training from the Council's information hub for Equality Vision.</p>
--	---	------------	--

Code section	Action	Do we follow the Code: Yes/No	Explanations and Commentary
<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.	No	<p>A central corporate complaints team is in place which manages and monitors complaints responded to under the Council's complaints policy and procedure.</p> <p>The complaints team undertakes independent reviews for escalated complaints, monitors the Council's performance against complaint handling and provides lessons learned and service improvement recommendations where complaints are upheld.</p> <p>The team consists of 5 FTEs and performance against the complaint handling code timescales is being closely monitored against the resources currently available.</p>
<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	<p><a href="#">Complaint Handling policy and procedure   Bradford Council</a></p> <p>This policy sets out the full policy and procedures involved for complaint handling within the Council in one single place.</p>

Code section	Action	Do we follow the Code: Yes/No	Explanations and Commentary
<b>6: Complaints stages (Stage 1)</b>	We process stage 1 complaints in line with timescales and processes set out in the Code.	Yes	<p>See <a href="#">Complaint Handling policy and procedure   Bradford Council</a></p> <p><b>Section 18: Bradford Council Complaints Timescales by Route.</b></p> <p>We aim to respond to stage one complaints within 10 working days. Where this is not possible an extension is applied and the complainant will be notified of reasons for the extension and the new anticipated date of response.</p> <p>2025-26 complaint performance of stage one complaints shows: 76% of stage one complaints responded to within 10 working days 90% of stage one complaints responded to within 20 working days (where an extension has been applied).</p>

Code section	Action	Do we follow the Code: Yes/No	Explanations and Commentary
<b>6: Complaints stages (Stage 2)</b>	We process stage 2 complaints in line with timescales and processes set out in the Code.	Yes	<p>See <a href="#">Complaint Handling policy and procedure   Bradford Council</a></p> <p><b>Section 18: Bradford Council Complaints Timescales by Route.</b></p> <p>We aim to respond to stage two complaints within 20 working days. Where this is not possible an extension is applied and the complainant will be notified of reasons. We will endeavour to provide a response within a further 20 working days where an extension has been applied.</p> <p>2025-26 complaint performance of stage two complaints shows: 58% of stage two complaints responded to within 20 working days 96% of stage two complaints responded to within 40 working days where an extension has been applied.</p> <p>We have highlighted the resources within the corporate complaints team as a risk and are reviewing staffing levels and internal processes to improve performance against the code stage two complaints timescales.</p>

Code section	Action	Do we follow the Code: Yes/No	Explanations and Commentary
<b>7: Putting things right</b>	When something has gone wrong we take action to put things right.	Yes	<p>See <a href="#">Complaint Handling policy and procedure   Bradford Council</a></p> <p><b>Section 20: Remedies and Outcomes</b> <b>Section 25: Performance, Learning and Improvement</b></p> <p>2025-26 complaints performance information shows:  <u>Stage one complaints</u> (upheld and partially upheld)            615 apologies have been made            201 instances of remedial action undertaken            20 instances of service improvements or processes identified and changed due to complaints where fault has been found            82 instances of additional staff training delivered            5 financial remedies paid</p> <p><u>Stage two complaints</u> (upheld and partially upheld)            112 further apologies have been made            21 instances of remedial action undertaken            24 instances of learnings and service improvements recommended to individual services across the Council            16 instances of staff training gaps highlighted and further staff training recommended</p>

Code section	Action	Do we follow the Code: Yes/No	Explanations and Commentary
<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	<p>See <a href="#">Complaint Handling policy and procedure   Bradford Council</a></p> <p><b>Section 25.5,25.6: Performance, Learning and Improvement</b></p> <p>See the latest annual reports available on the Council website <a href="#">Complaint handling performance   Bradford Council</a></p>
<b>9: Scrutiny &amp; Oversight</b>	We have appropriate senior leadership and governance oversight of the complaints process and performance.	Yes	<p>See <a href="#">Complaint Handling policy and procedure   Bradford Council</a></p> <p><b>Section 25.4: Performance, Learning and Improvement</b></p> <p>Complaints performance is presented to and scrutinised by the Council's Governance and Audit Committee which also provides governance sign off on an annual basis. See the latest Governance and Audit Committee Complaints Report available on the Council website <a href="#">Complaint handling performance   Bradford Council</a></p>