



Freedom of Information Request FOI1423

Request:

Under the Freedom of Information Act, please could I have a copy of any internal guidance document that you have for council officers on how to draft responses to complaints. Your organisation may have a procedure for handling complaints that council officers use.

Submitted on 04/07/19.

Response:

Under the Freedom of Information Act, please could I have a copy of any internal guidance document that you have for council officers on how to draft responses to complaints. Your organisation may have a procedure for handling complaints that council officers use.

There is no documented guidance we use the guidance provided by the Local Government Ombudsman.