

Appendix A – Proposed change to complaints process within ‘Your Voice

Your Voice - existing			PSOW 'Model'			Your Voice - proposed				
3 stage	Max conclusion time = 50 working days		2 stage	Max conclusion time = 30 working days		2 stage	Max conclusion time = 30 working days			
Stage 1	'Local' (Service) resolution/response	10 working days	Stage 1	Informal	At point of service	<1 working day	Stage 1	Informal	At point of service	<1 working day
				Formal	'Local' (Service) resolution/response	10 working days			Formal	'Local' (Service) resolution/response
Stage 2	Detailed investigation by Senior Officer, usually Head of Service	25 working days	Stage 2	Detailed investigation by Senior Officer, usually Head of Service	20 working days		Stage 2	Detailed investigation and response by Head of Service	20 working days	
Stage 3	Review of complaint handling by Chief Executive	15 working days								
	End of process			End of process			End of process			
Public Services Ombudsman for Wales			Public Services Ombudsman for Wales			Public Services Ombudsman for Wales				