

for service

response -

Procedure 1st Tier

#### Request

Head of Communities and Crime receives email, phone, letter or on-line request and acknowledges receipt within 3 working days and sends application form and consent declaration for completion. Where the Head of Communities and Crime is on leave an acknowledgement will be sent within 3 working days of return to work.

### Application

Application form information and consent to share is required to process the application therefore requests can only be accepted on the form from either the complainant or a representative.



### Head of Communities and Crime

- Determines application meets criteria for a qualifying application
- Notifies Partner Agencies of Trigger Activation.
- Requests partner information as appropriate.



### Panel Meeting

The Head of Communities and Crime convenes an ASB Case Review Panel Meeting for in depth case discussion and determining of the application. An Action Plan is agreed as appropriate. Head of Communities and Crime sends decision/action plan letter or email to complainant and updates the Complaints Officer



Escalation - complainant dissatisfied with

advised of BBC Complaints

If threshold not met then consider referral to the relevant agencies complaints procedure or request

The reason(s) for the decision explained

appropriately in clear language

2<sup>nd</sup> Tier Complaint to BBC Monitoring Officer Written response to complainant within 5 working days – Advised by Monitoring Officer of a further escalation to the Nottinghamshire Office of the Police and Crime Commissioner. If no PCC intervention then final Escalation to Ombudsman.

# Action

Actions carried out by respective agencies. Action Plan monitored. Process ends



Local Government Ombudsman or Housing Ombudsman

## Appeal

Should the complainant not be content with the outcome of the case review, a community trigger may be escalated to the Nottinghamshire Police and Crime Commissioners Office provided:-

- (1) The CT review failed to consider a relevant process, policy or protocol;
- (2) The CT review has failed to consider relevant factual information supplied within the original complaints