



North Tyneside Council

Reference: RFI 1709056

**Request:**

I would like a copy of any guidelines North Tyneside Council has concerning the continuing involvement of staff on cases where there are open complaints against the member of staff.

**Response:**

The complaints guidance states:

The principle is that a manager will not have been significantly involved in the matter so far and will have sufficient authority to examine and attempt to resolve a complaint. If no suitable officer is available, the situation should be discussed with the Customer Member Liaison Officer and a suitable alternative identified.

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