

WRS Joint Board

Date: 25th June 2026

Compliments, Complaints and Comments process

Recommendation | **That the Joint Board notes the Report**

Report

When WRS came into being in 2010, it was recognised that it would need its own approach to dealing with issues with service delivery. It also needed a means to directly receive positive feedback and other comments from the public. The approach to be taken was agreed by the Joint Committee at the time and has continued unchanged.

Originally the document described a 3-stage process for managing complaints as follows:

- Stage 1: informal involving the officer and their Line Manager
- Stage 2: Where stage 1 fails to deliver resolution, investigation and/ or review by the relevant Team Manager/ Head of WRS
- Stage 3: Where stage-2 does not achieve resolution, the complaint is fed into the final stage of the complaint process for the relevant partner authority.

This is how the system has worked until recently.

Earlier this year, the Local Government Ombudsman Service indicated that it wanted to see all local authority formal complaint processes being only 2-stages. To align with this and to also be more in line with partner processes, the first stage of the WRS process has been renamed, so we now have an informal stage, and formal stages 1 and 2. This is the change that members are asked to note.

Contact

David Mellors
Environmental Health and Trading Standards Manager
Tel: 01562-738060
Email: david.mellors@worcsregservices.gov.uk