

SPOC at Council receiving the review request is to acknowledge within one working day, and should then pass to named contact in relevant agencies with timescale for response.

10 wkg days

RSL
**Housing
Manager**

Police
SGT or above

SADC
**Principal
Community
Protection
Officer**

Input from
Police
procedure if
review
request is
directed to
Constabulary
in first
instance

Named contacts to meet/discuss, if Herts threshold met. If not, is a review needed due to:
1. The persistence of the behaviour.
2. The harm or potential for harm.
3. The adequacy of the response.

No review
undertaken

Review undertaken and response drafted

Explanatory
letter sent with
appropriate
advice

Response signed off by **Chair of
Rag**

5 wkg days

Resolution, actions
taken within agreed
timescale.

Complainant unhappy with
response, escalate to **PCC**