



[Procedures](#) > [Pages](#) > [Process-Complaint](#) > [Complaint-third-party](#)

Complaint - Third Party

The Child Maintenance Group (CMG) definition of a complaint is any formal expression of dissatisfaction about the CMG made by a client, their representative or a third party.

Dissatisfaction leads to complaints, when a complaint is received, you should try to resolve this first by making sure that there are no outstanding actions that could be taken. If it can be resolved, record this on the system as dissatisfaction, rather than a complaint. When it is not possible to resolve, raise a complaint and take appropriate action to resolve this, looking to seek early resolution for the client.

This procedure will explain the process caseworkers will follow for third party complaints.

For the purpose of this procedure third parties are external organisations and companies acting on behalf of clients.

There are different types of third parties the CMG deals with; organisations with contracts for services include:

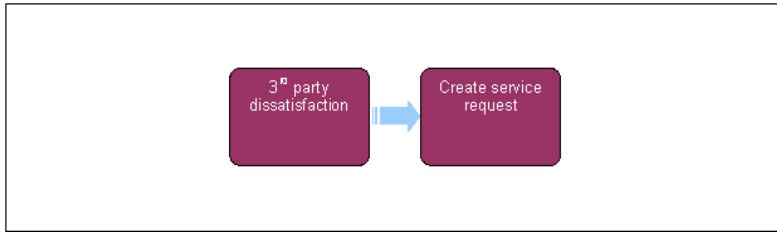
- Bailiffs in enforcement proceedings
- DNA testing companies
- Orders for sale
- Scottish court presenting
- Debt collection agencies
- Clerical cases
- Credit Reference Agencies

And other Government departments with whom the CMG has service level agreements (SLA) such as:

- Her Majesty's Revenue and Customs (HMRC)
- Ministry of Defence (MOD)
- Job Centre Plus (JC+)


All complaints can be received by operational caseworkers via written correspondence, an inbound call or call to the Members of Parliament (MP)/ Members of Legislative Assembly (MLA) hotline.

For more information refer to Policy, Law and Decision Making 




 When speaking to clients always use the new terminology. For more information refer to [Terminology Changes](#).


Third party complaint

 Third party organisations who have complaints with the Child Maintenance Group (CMG) are routed through to the third party team who will resolve the complaint or pass to the relevant team who has knowledge of or works with the CMG/third party contracts.

1. A third party organisation raises a complaint against a service or individual within the CMG via written correspondence or telephone.

 Complaints relating to the behaviour of a member of staff must be treated with confidentiality. No details are recorded on the system and all correspondence needs to be sent by secure post to the individual's team leader. Team leaders must check all inbound activity; any letter that has the member of staff name attached must be recalled, printed locally, all reference to staff personal details manually redacted and re-scanned onto the system. Team leaders retain the original letter in a secure location whilst the investigation is ongoing before destroying it securely. Team leaders must raise a Removal of Data SR to ensure all associations between the SR and the member of staff are removed from the system. For more information refer to [Removal Of Data](#). For more information on complaints about members of staff refer to guidance on the intranet: [Standards of behaviour](#).

2. Members of Parliament (MP)/ Members of Legislative Assembly (MLA) generally call via the MP/MLA hotline. If an MP/MLA contacts the operations team to progress a complaint or to make a general enquiry for a constituent, refer to the resolution team to handle by warm transfer wherever possible. For more information refer to [Call - Overview, Complaint/Dissatisfaction - Log](#), [Complaint - Resolution](#) and [MP Enquiries](#).

 Resolution teams are based within each regional business area and are responsible for handling all contact from MPs/MLAs whether a general enquiry, case specific enquiry or dissatisfaction/complaint.

3. Further guidance is available for complaints from employers and agents relating to deduction of earnings orders. For more information refer to [Employer - Resolve Payment Related Complaint](#).
4. Client and client representatives can raise a complaint at any time (including once a case is closed) as long as we can access the case information. The Data Protection Act provides further information on the data retention policy and information about the complaints service level agreements are found on the CMG intranet. For more information refer to [Complaint/Dissatisfaction - Log](#).

Contact service level agreement team/contracts and commercials team

5. If a complaint is received from a third party relating to a process covered by an existing service level agreement ((SLA) e.g. with HMRC, Ministry of Defence or the Driver and Vehicle Licensing Agency) do not attempt to resolve the issue but refer full details of the complaint to the CMG SLA Team who will facilitate a response. Details of all SLAs are available on the intranet on the following link: [SLAs](#)
6. The third party suppliers where contracts are in place are managed by the contract and commercial team and any complaints from the third party supplier would be raised with the relevant contract manager and then escalated within the team. If caseworkers receive a call from a supplier they should advise them to contact their CMG contract manager.

[Call - Overview](#)

[Complaint/Dissatisfaction - Log](#)

[Complaint - Resolution](#)

[Employer - Resolve Payment Related Complaint](#)

[MP Enquiries](#)

[Removal Of Data](#)

[Terminology Changes](#)

[Who deals with third party complaints regarding service level agreements?](#)

The caseworker will send details of the complaint to the CMG SLA Team who will facilitate a response.

[What will the caseworker do when they receive a complaint?](#)

The caseworker should try to resolve first by making sure that there are no outstanding actions that could be taken. If it can be resolved, record as dissatisfaction, rather than a complaint.