



## Employer - Review Payment Related Complaint

This procedure explains actions to take with an employer or agent complaint relating to deductions from earnings orders (DEOs) or payments at review stage explaining how to manage receipt of an escalated complaint and manage through to closure.

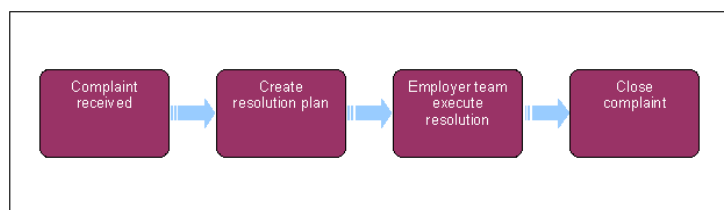
Complaints review will handle all employer complaints relating to DEOs and employer payments that can't be resolved at the resolution level by the employer payments team. This will include:

- Employer or agents dissatisfied with the resolution action or
- Additional or repeat complaints received within six month

All review complaints will be handled by the complaints review team within maintenance and assigned to a senior team member who is independent from the employer payments team. They will review resolution and ensure that all available actions have been taken. Any outstanding actions required will be returned to the employer payments team for completion, when all actions have been completed the complaint will return to the review complaints team. They will ensure that all available resolution actions have been completed before closing the complaint.

To close a complaint the employer/agent must agree that their matter has been resolved.

For more information refer to the Policy, Law and Decision Making Guidance. 




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



Action to be completed by the employer payments team begins at **step 13**. To refer a complaint review to the complaints review team refer to [Employer - Resolve Payment Related Complaint](#).


### Complaints review

1.  When a complaint is received by the complaints review team by telephone check to see if there is an open complaint by looking for any open complaint service requests (SRs):
  - If there is you will locate the relevant complaints handler, transferring the query to them via warm transfer
  - If not, determine if the complaint is valid and if it needs to be raised as a complaint. For more information refer to [Employer - Resolve Payment Related Complaint](#).



All other forms of correspondence will be assigned to the team dealing with the complaint.




A formal employer complaints policy is located on the Child Maintenance Group's (CMG's) website and via employer self service.

2.  If the employer or agent is on the phone you will need to carry out a security check. If the employer or agent is not on the phone, issue CMSL8505 to acknowledge receipt of the complaint. For more information refer to [Employer/Agent Contact](#).
3. When the security check is completed, successfully confirm with the employer or agent the details of their complaint, recording them in the case **Notes** field.
4. When a complaint has been raised with the complaints review team you will need to view details of all previous complaints by navigating to **Employer Records - SR View** tab, this will retrieve any resolved complaint records. If there are no previous complaints the complaint should be referred back to the employer payments team.
5. Create a new SR for this complaint:
  - **Process = Employer**
  - **Area = Complaints**
  - **Sub Area = Review**

Complete the referral **source** tab, the referral **reason** tab and the **target completion date**, record any additional complaint information in the **Notes** tab and update **Status** of the SR to **In Progress**. It is important to record the full reason for the complaint in the **Notes** field.

6.  An activity of type **Letter – Outbound** is automatically generated, and an activity plan will be created for you to follow.
7. If previous complaints have been identified, analyse the actions that have been taken at the resolution stage, contacting the employer payments team for a summary if required.
8. When all required information is received from the employer payments team, decide if all available action was taken during resolution. For more information refer to the Policy, Law and Decision Making Guidance. 

### No additional action needed

-  If all available and appropriate action has been carried out during resolution, the complaint will be closed. Create a new activity of type **Letter – Outbound**. The system will issue letter of complaint closure CMSL8506. This will close the complaint and the SR.


### Additional action needed

- If you identify that there is additional action that could have been taken, or needs to be taken, update the **Resolution Notes** of action required to resolve issues. The following steps below will provide the steps to follow to resolve the complaint.

### Reimburse due to extra costs incurred

- Issue CMSL8503 if the employer/agent informs us they have incurred additional costs. We may be able to reimburse costs where these have incurred due to negligence or other actions by the CMG where the CMG was at fault. We cannot consider any costs incurred by the normal day-to-day management of their employee's child maintenance payments.

### Create resolution plan


9. From the more info dropdown, update the resolution plan. Create lines by selecting the appropriate **Resolution Type** drop down values within the SR to reflect the employer's issues.
10. Details of resolution plan actions are found within **Employer - Resolve Payment Related Complaint**. For more information refer to **Employer - Resolve Payment Related Complaint**.
11.  Once you have updated the plan with required resolutions, issue the employer or agent a copy of the escalated complaints resolution plan CMSL8504 recording on the system as type **Letter – Outbound**. Set the SR status to **Wait** and allow seven days for a response to be received.
12. Update the SR to:
  - **Status = In Progress**
  - **Sub Status = Assign to employer payments team**

Then save the record, this will transfer the complaint to the employer team for them to action the required changes. For more information refer to [Work Management](#).

### Employer team execute resolution


13. When the complaint is received by a member of the employer payments team they are responsible for:
  - Executing changes highlighted by the review team
  - Actioning any refund or redress payments, as decided by the complaints review team
  - Recording all outcomes of actions taken

For more information refer to [Employer - Resolve Payment Related Complaint](#) and [Payment - Non Standard](#).

 Refund and financial redress payments are available to employers at review stage and will be agreed by the complaints review team, once any payment of compensation has been made this will close the employer complaint.

14. Once resolution actions have been carried out and updated the employer payments team will return the complaint to the review complaints team, updating the SR to:
  - **Status = Pending Assignment**
  - **Sub Status = Not Started**

### Complaints review close complaint

15. On receipt of the SR, you as a review complaints team caseworker, will review actions executed by the employer payments team ensuring that all actions of the resolution plan are complete, referring back to the employer payments team for completion as in **step 13** if any actions remain outstanding.
16.  Close the complaint by creating an activity of type: **Letter – Outbound**, the system will issue the letter CMSL8506 and the complaint will be closed, the system will update the SR **Status** to **Closed**.
17. If the employer remains dissatisfied they can be referred to the Independent Case Examiner (ICE). For more information refer to [Independent Case Examiner \(ICE\)](#).



Managers will regularly review employer complaints handling, and where necessary repeat complainers will be identified and assigned an account manager if applicable. Repeat complainers with an account manager assigned will be reviewed and details passed on to quality and guidance assurance process if applicable. For more information refer to [Q&A - Perform Assurance](#).

For further information on letters to clients refer to Letters (Outbound) - Send to Client

#### [CMSSL8503 Reimbursement of your incurred costs](#)

Contact employer to ask for evidence for additional costs incurred by employer.

All fields in this letter are system generated. No manual intervention is required.

#### [CMSSL8504 Keeping you informed about your complaint](#)

This letter is sent to the employer when their complaint has been escalated to the Complaints Review Team, who have developed more complaint resolution actions

- All fields in this letter are system generated. No manual intervention is required.

#### [CMSSL8505 Keeping you informed about your complaint](#)

Outbound letter to an employer or their agent to inform that their complaint has been received by the Complaints Review Team and is being looked at, they will be in touch in (x) days

- All fields in this letter are system generated. No manual intervention is required.

#### [CMSSL8506 Keeping you informed about your complaint](#)

This letter is sent to the employer to close their complaint after it has been escalated to the Complaints Review Team and the additional resolution steps have been completed.

The first two paragraphs are set as default, remove if not required and select one of the following:

- We have reviewed your complaint and believe we have done all we can to resolve it (default)
- If you are writing to confirm the outcome of a phone conversation, use paragraph **TM\_06026\_E** 'We're writing to confirm the outcome of a phone conversation on [date] (default)'
- If you have been unable to contact the client by phone, use paragraph **TM\_06027\_E** 'We're writing regarding the complaint as we were unable to contact you'

Enter additional free text where needed.

- We have completed the additional steps to resolve your complaint

Enter additional free text summarising actions taken.

All other fields in this letter are pre-populated by the system. Once completed review the letter to ensure the correct information is provided.

[Complaint - Third Party](#)

[Q&A - Perform Assurance](#)

[Employer/Agent Contact](#)

[Employer - Manage Contact](#)

[Employer - Resolve Payment Related Complaint](#)

[Independent Case Examiner \(ICE\)](#)

[Judicial Review](#)

[Payment - Non Standard](#)

[Terminology Changes](#)

[Work Management](#)

#### [Will the employer complaints procedures only refer to DEO's?](#)

These procedures refer only to payment related complaints, employer/agent complaints about any other subject should be dealt with as per the procedure Complaints - Third Party in related items