

Complaints and Queries Management

Query is ...	Received how?	We always acknowledge. Response sent from ...	Defined on eCase as ...	When Closed, filed in Outlook folder ... (all Outlook folders uploaded to SP)
Out of scope	Directly into Complaints inbox and is not related UKRI (includes UK SBS, IUK Business Connect) or the UKRI Complaints process (e.g. complaints from current employees)	UKRI team	Not logged see exceptions below.	CLOSED CASES_BAU and ENQ BAU in cases where we are waiting for more info from complainant but they don't send it
Out of scope	Directly into Complaints inbox and is not related to UKRI but is about bullying and harassment, EDI, RI or anything relating to HEIs or ROs	UKRI team	ENQ	BAU and ENQ
Out of scope	Directly into Complaints inbox and is related to UKRI (requires a response)	Org or Central Team directly	NCOM (always need copy of response from CCL)	NCOM folder
Out of scope	Forwarded to us from or about UKRI or a UKRI Org with harmonised complaints process for advice	UKRI Org directly	Not logged	Internal Advice and Potential Complaints folder
All enquiries	Directly into Complaints inbox or forwarded from another team/Council about a UKRI-related organisation without a harmonised complaints process (BAS, ISIS, etc.)	Org	ENQ	BAU AND ENQ
In scope	Forwarded from another team/Council with harmonised complaints process asking for handling/wording advice – or directly into the UKRI Complaints inbox and could be resolved informally/early resolution	Central Hub team or Org	CMPT1 – Closed (Informal) (always need copy of response from CCL)	CMPT
In scope	Directly into Complaints inbox or forwarded from another team/Council with harmonised complaints process	UKRI team	CMPT1 or CMPT2	CMPT