

<b>Complaints Risk Matrix</b>					
<b>Possible injury risk / possible health risk</b>	<b>Number of possible casualties at one time</b>	<i>To qualify as a complaint it needs to be sufficiently specific to enable identification of the issue and the duty holder and location and that either: has caused or has potential to cause significant harm, or alleges denial of basic employee welfare facilities, or appears to constitute a significant breach of law for which PCC is the enforcing authority. Before applying the Risk Filter to accidents or complaints ensure that PCC is the correct enforcing authority.</i>			
Serious Personal Injury (fatal or major) or Serious Health Effect (permanent, progressive or irreversible condition or permanently disabling)	Multiple	Red	Red	Red	Amber
	Single or low	Red	Red	Amber	Amber
Significant Injury (RIDDOR reportable) or Significant Health Effect (non-permanent, reversible or non-progressive condition, or temporary disability)	Multiple	Red	Amber	Amber	Green
	Single or low	Amber	Amber	Green	Green
Minor Injury (non-RIDDOR, first aid only) or Minor Health Effect (Conditions not included above)	Multiple	Amber	Green	Green	Green
	Single or low	Green	Green	Green	Green
	<b>Likelihood:</b>	<b>Probable 1:100</b>	<b>Possible 1:1000</b>	<b>Remote 1:10,000</b>	<b>Nil/Negligible 1:100,000</b>
<p><b>Colour Key:</b>  <b>Red = Initial Response: Visit within one working day</b>  <b>Amber = Initial Response: Within 5 working days – either visit or managed by letter process*</b>  <b>Green = No expectation of attendance, may inform duty holder and require email confirmation that action will be taken*, or other actions may including doing nothing (No Further Action).</b></p> <p><b>*Consider:</b>  <a href="#">LAC 67/2</a>; PCC local service plan; The health and safety track record of the duty holder and/or a history of similar events; The potential for high public profile/media attention; the incident may give rise to complaint(s).</p> <p>Depending on the circumstances, deal with as a normal complaint procedure, doesn't require a full incident investigation unless found to be appropriate, or has been identified as being useful for: enhancing sector good practice \ technical knowledge or training and developing staff as recognised from any Regulators' Officer development needs.</p> <p>Responses may be escalated where the duty holder fails to respond appropriately to initial action response profile.</p>			<p><b>NFA in the following cases:</b></p> <ul style="list-style-type: none"> <li>• Where complainant remains anonymous and doesn't agree to duty holder being told that a complaint has been made*</li> <li>• where complaint is from a worker but not been taken up with the duty holder first*</li> <li>• where it is outside the scope of Section 3.</li> </ul> <p>*(UNLESS A VULNERABLE person is involved)</p>		