

APPENDIX A

STAGE	WHAT HAPPENS	TIMESCALE
1.Acknowledge	Receipt of your Community Trigger application is acknowledged	Letter CT1 sent within 1 working days (automated)
2.Assess	We will check to see if your Community Trigger application meets the Threshold Test	Assessed within next 5 working days Letter CT2 sent if not Letter CT3 sent if yes
3.Analyse	<p>We will take your concerns seriously by referring it to a monthly group that looks at all the local issues in the District. We will refer your concern to the next appropriate meeting. Meetings are held on a monthly basis across the District.</p> <p>We will look at the:</p> <ul style="list-style-type: none"> • Persistency • Harm or potential harm caused to you • The adequacy of the response <p>We will use the tools template to see what has been done and what can be done. If we believe that we have taken appropriate action, you will be told and the Community Trigger closed.</p>	Discussed at meeting within ONE calendar month
4.Action	If we identify that a course of action can be taken, we will create a short action plan about what can be done next. This will be shared with you.	<p>This will be done within 10 working days of the above meeting take place.</p> <p>The action plan will then form part of our regular meeting agenda to monitor progress.</p>
5.Appeal	If you remain unhappy with our response, then you can appeal and we will ask 3 CDRP Board members to look at the case review	This will be done within 2 months of your appeal