Regardless of which agency receives it, the trigger complaint will be sent directly to the Single Point of Contact (SPOC) for the Council of the original case. This will be the local authority Community Safety Manager. They will decide if the threshold is met.

**THRESHOLD TEST**

1. **3 qualifying** reports within the previous 6 months of trigger
   - Each report must have been made within 1 month of the alleged incident
   - Each reported incident must have caused harassment, alarm or distress, not nuisance or annoyance
   - None of the reports can be anonymous
   - The complaint cannot be about how a specific organisation is dealing with their case

2. Level of harm caused or potential harm caused by the behaviour

3. Adequacy of the previous response

**REVIEW**

The receiving SPOC is to organise a review, to be conducted within the Council with one independent professional present. All partners involved need to bring evidence of any reports, actions and resolutions made by their agency for the time period involved. The Review shall result in one of three outcomes, which need to be fed back directly to the SPOC.

**Outcome 1**
- All possible actions have been taken
- **NO FURTHER ACTION**

- SPOC must inform the complainant of the outcome
- No further action unless there is an APPEAL made. The SPOC will then forward this onto the CSP for considerations

**Outcome 2**
- The review group has made some recommendations for further action and prepared an action plan, with realistic timescales, within 28 working days of receipt of the trigger
- **Service standards**
  - Acknowledgement must respond in 2 working days
  - Determine threshold 7 working days
  - Convene Panel, complete review and respond to complainant within 28 working days

**Outcome 3**
- Due to impending circumstances (e.g., awaiting a court result) no further action can be taken at this time