

Sunderland City Council Retention Schedule

Ref Number	Business Function and Record Type	Retention Period	Action	Prompt	Notes and Statutory Requirements
Corporate Complaints					
The retention of records relating to complaints should be considered in the light of business requirements, taking account of the cost of retention and the use of the records in the future.					
	Policy statements, handbooks and guides	When superseded	Destroy	Issue of new material	Common practice
	Stage 1 case record investigations	3 years	Review	Date file closed	SCC business need
	Stage 2 case record investigations	6 years	Review	Date file closed	SCC business need
	Ombudsman case record investigations	6 years	Review	Date file closed	SCC business need
	Case record statistical reports	6 years	Destroy	Date filed	Common practice
	Minutes of meetings	3 years	Review	Date of meeting	SCC business need
Statutory Adult Complaints					
	Policy statements, handbooks and guides	When superseded	Destroy	Issue of new material	Common practice
	Case record investigations	6 years	Review	Date file closed	SCC business need
	Ombudsman case record investigations	6 years	Review	Date file closed	SCC business need
	Case record statistical reports	6 years	Destroy	Date filed	Common practice
	Minutes of meetings	3 years	Review	Date of meeting	SCC business need