ADULT SOCIAL CARE AND HEALTH DEPARTMENTAL BRIEFING

THE COMPLAINTS PROCEDURE AT A GLANCE

Stage 1 – Local Resolution [10 extended to 20 w/days]	, Within 2 working days from
Complainant brings concerns to the attention of the Dept. Record of complaint made, passed to relevant staff member to act as Departmental Representative . Resolution sought, outcome put in writing to complainant. Dept considers offering mediation*. Moves to Stage 2 if not resolved & complainant asks within 20 working days of outcome being sent or 20 working days from when complaint made and no resolution within timescales OR if there is earlier agreement with Complaints Manager for investigation.	 complaint being made - Dept must pass it to Dept'al Rep to resolve at Stage 1 within a max of 20 working days (unless otherwise agreed by Complainant) If exceeds 10 working days, must inform Complainant with reasons. *NB - If complainant agrees to Mediation (stage 1) or an Adjudication Meeting (stage 2) this is time out of the procedures but should be no longer than 20
↓	working days.
Stage 2 – Investigation [25 extended to 65 w/days] Comprises an investigation of the complaint, any advocacy, production of investigator's report and the Dept's final written adjudication. The Dept may offer an Adjudication Meeting prior to adjudication to assist process of conciliation or afterwards to explain position.* An Independent Person may be appointed to oversee the investigation where complaint is brought by a vulnerable adult. Moves to Stage 3 if complainant is dissatisfied and requests a review by Panel within 20 working days of receipt of the Department's response (Adjudication) at Stage 2 or of failure of Dept to carry out agreed actions in timeframe.	In max of 65 working days from request for Stage 2 or signed record of complaint - investigation, report & written adjudication must be completed. If exceed 25 working days is confirmed in writing with complainant. 40 workings days for investigation, 25 working days for checking and adjudication.
Stage 3 – Review Panel A panel of 3 people (at least 2 of whom will be Independent Persons) will meet to consider the complaint and produce findings & recommendations for the Strategic Director.	In 30 working days of receipt of request Dept convenes Panel. Papers issued 10 working days before Panel. In 5 working days Panel produces findings & recommendations for Strategic Director. In 15 working days
This is the end of the Dept's complaints procedure. The complainant must be informed of right to approach the Local Government Ombudsman at any stage.	from receipt Strategic Director, draws up Action Plan & responds to Complainant

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