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 f	rom
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*.	complaint being made - I pass it to Dept'al Rep to Stage 1 within a max of a working days (unless of agreed by Complainant) exceeds 10 working day inform Complainant with	resolve at 20 herwise If /s, must
Moves to Stage 2 if not resolved & complainant asks within	*NB - If complainant agree	
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.	Mediation (stage 1) or an Adjudication Meeting (sta this is time out of the pro- but should be no longer working days.	age 2) cedures
	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 from request for Stage signed record of compl investigation, report & adjudication must be completed. If exceed 2 working days is confir writing with complainar workings days for investigation, 25 worki for checking and adjud	2 or aint - written 5 med in it. 40 ng days
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Stage 3 – Review Panel	In 30 working days of	
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.	request Dept convene Papers issued 10 work before Panel. In 5 work Panel produces finding recommendations for S	ting days king days s & strategic
↓ This is the end of the Dept's complaints procedure.	Director. In 15 working	
The complainant must be informed of right to approach the Local Government Ombudsman at any stage.	from receipt Strategic draws up Action Plan & to Complainant	

(Comm/DB26app1)