

Appendix 1 CHILDREN AND FAMILIES COMPLAINTS PROCEDURE

LOCAL RESOLUTION – STAGE 1 All complaints / concerns must be recorded. Local authorities have a duty to provide an advocate to help young people through the complaints process and to record representations as well as complaints.

<p>Complaint from any source direct to Complaints Manager (CM) Jane Ward, 01753 875070 (ext 5070), by quickest route.</p>	
<p>Complaint logged onto the respond system by CM and forwarded to Assistant Director Logged by PA to Assistant Director and forwarded to Group Manager to action response Karl Davis Group Manager, Children in Need Jill Forrest Corporate Parenting Manager</p>	<p>AD to send acknowledgement letter to complainant within 3 working days of which also includes details and contact telephone number of the Group Manager dealing with their complaint.</p> <p>AD sends details of complaint to the Group Manager, attaching if possible a complaints log form (usually completed for telephone complaints) and a copy of the acknowledgement letter. CM and AD will track and monitor progress on a weekly basis.</p>
<p>Group Manager allocates to appropriate manager to investigate the complaint fully. Manager to report back to the Group Manager who will review and send a response detailing the agreed resolution back to the complainant within 10 working days, <i>(can be extended by a further 10 days in special circumstances and with the agreement of the complainant)</i>. This response must also inform the complainant of their right to an independent investigation (stage II)</p>	<p>Copy of all correspondence to be sent to CM for review and to update the respond system. CM will issue a complaint action form if lessons can be learnt, and work with managers to improve their service as a result. File closed as appropriate.</p> <p>CM to survey users of the complaints process on a regular basis, to ensure the system is working effectively for the</p>