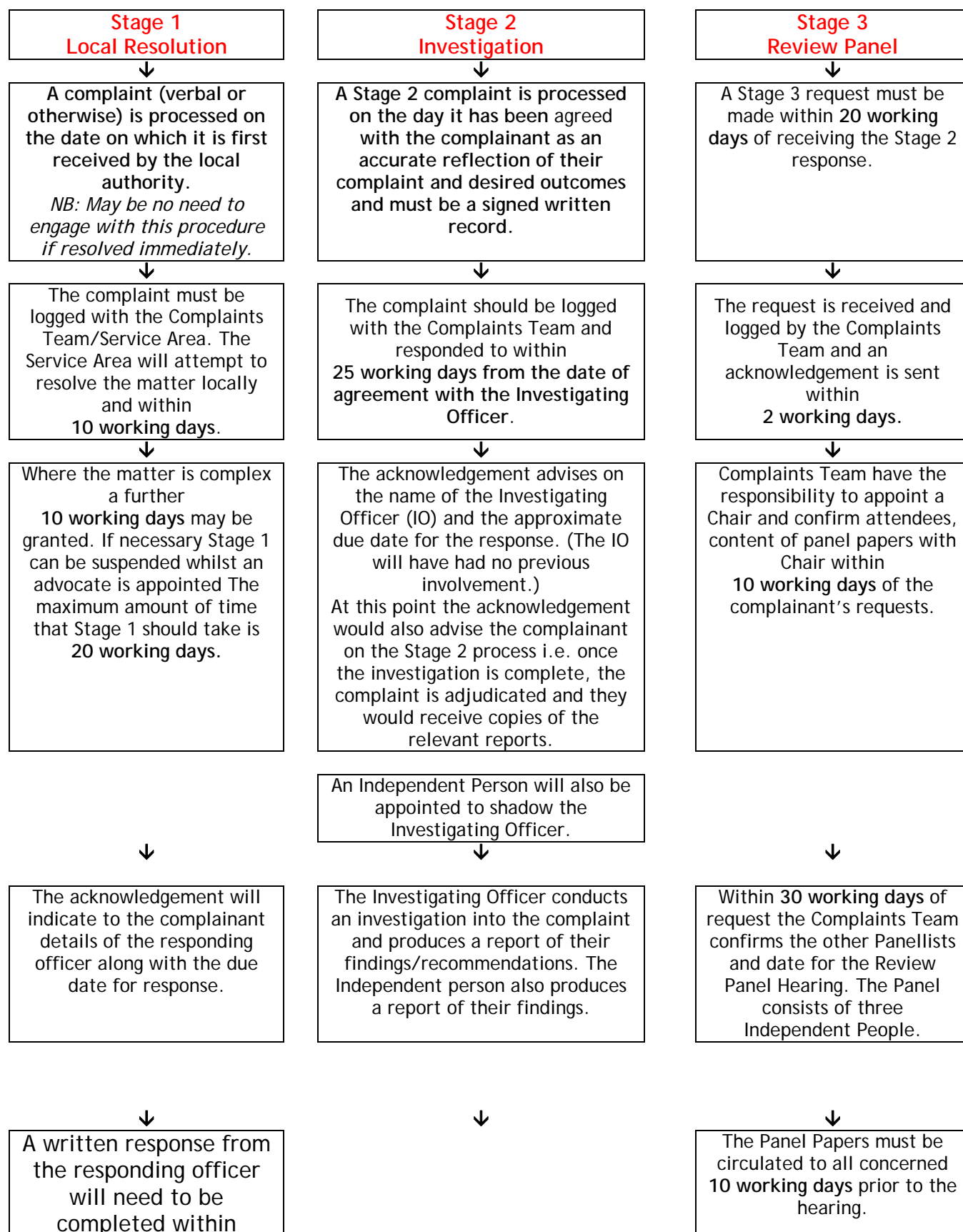
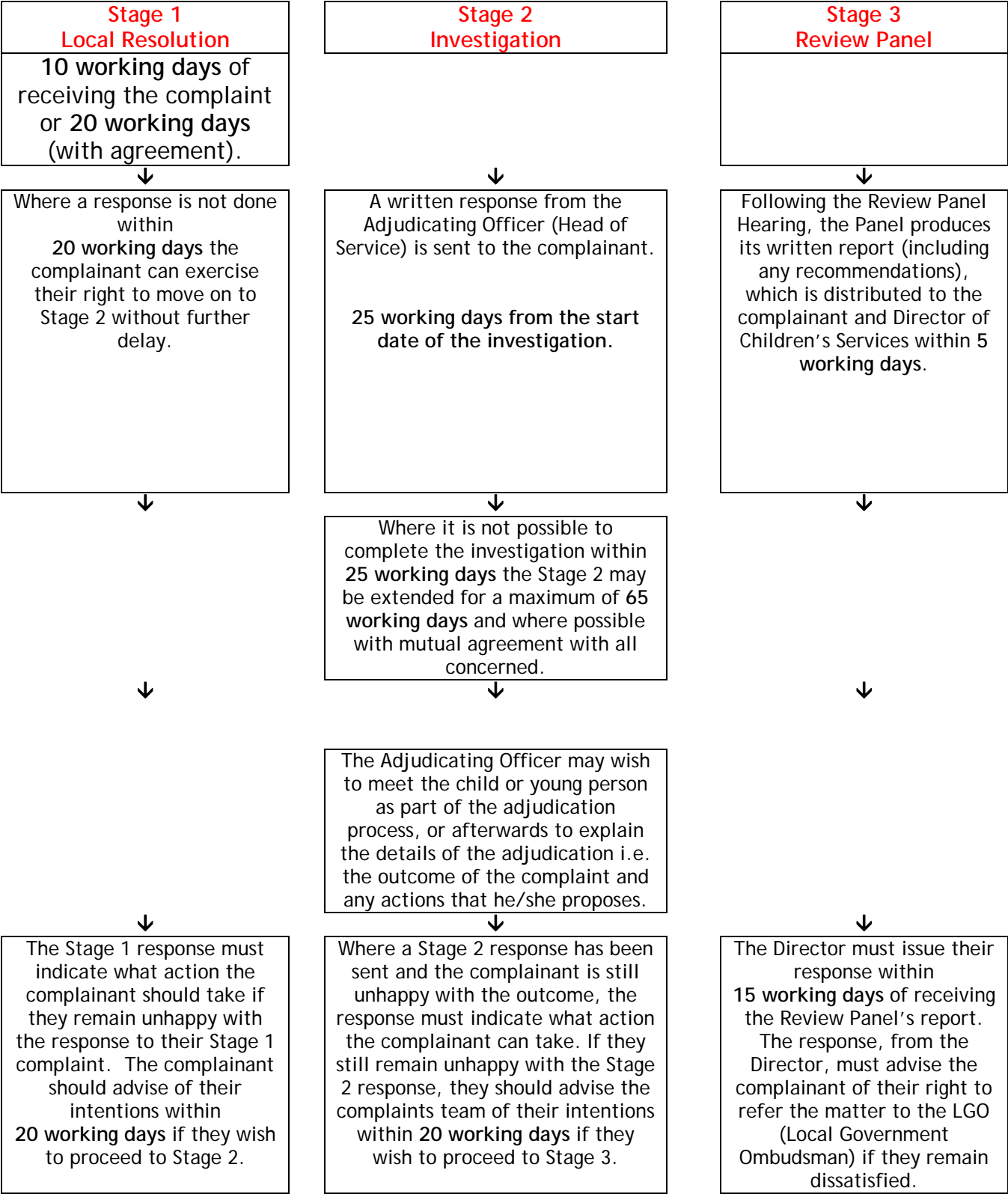


Process chart of the Statutory Complaint Procedure
Children Act 1989 Representations (complaints) Procedure
(England) Regulations 2006





CHILDREN ACT 1989 COMPLAINTS

Stage 1 – Local Resolution

Complainant brings concerns to the attention of the person providing the services locally. The local authority should consider mediation and conflict resolution at this stage and at all other stages. The local authority should make an initial attempt to resolve matters within 10 working days (unless an extension is agreed.)



If not resolved – or if there is agreement for investigation



Stage 2 – Investigation

The local authority should provide an investigation that produces a report and adjudication within 25 working days (or within the extended period of 65 working days).
An Independent Person will also be appointed to shadow the Investigation Officer.



If not resolved



Complaint must request a Stage 3 within 28 days of receiving the Council's response



Stage 3 – Review Panel

A panel of 3 independent people should meet to consider the complaint and produce recommendations.



Action	Time
Complainant requests Review Panel	Up to 20 working days after receipt of the Stage 2 adjudication
Complaints Manager acknowledges request	Within 2 working days
Complaints Manager appoints Chair and confirms attendees and content of Panel papers with Chair	Within 10 working days of the complainant's request for Review Panel
Local authority agrees the other Panellists and date for Review Panel	Within 30 working days of the complainant's request for Review Panel
Local authority circulates Panel papers	Within 10 working days of the date for the Review Panel
Review Panel produces its written report (including any recommendations)	Within 5 working days of the Review Panel
Relevant Director issues his response	Within 15 working days of receiving the Review Panel's report



If not resolved



Referral to **Local Government Ombudsman** (note that complainant can approach the Local Government Ombudsman at any stage).