

Corporate Complaints Procedure within Children's Services

Step 1

Informal resolution

Where the service area receives a Step 1 complaint it must be faxed (85779) or emailed immediately to the Children's Services Complaints Team (CSCT).

The Children's Services Complaints Team will register, acknowledge and process the complaint.

The acknowledgement informs the complainant as to which officer will be responding to their complaint, the due date for the response and includes a copy of the Councils complaint booklet

The acknowledgement should be sent within 1 working day from receipt into the Council.

The service area in question prepares and sends to the complainant a written response that addresses all aspects of the complaint.

The Step 1 response must include the standard final paragraph (see 6.9) that advises the complainant on what action to take next if they remain dissatisfied with the outcome of their Step 1 response.

An electronic copy (and signed hard copy) must be forwarded to the CSCT.

The Councils response to the complaint should be provided within 10 working days of receipt by the Council

Step 2

Formal investigation

Where the service area receives a Step 2 complaint it must be faxed (85779) or emailed immediately to the Children's Services Complaints Team (CSCT).

The Children's Services Complaints Team will register, acknowledge and process the complaint.

The acknowledgement informs them of their Investigating Officer and the due date for the response.

The CSCT will aim to acknowledge the Step 2 within 5 working days from receipt into the Council

The Investigating Officer conducts an investigation in to the complaint and produces a report of their findings.

Complainant is advised that the Investigating Officer's reports have been sent for consideration by the Chief Officer. .

Written response from the Chief Officer is sent to the complainant.

The Step 2 response must include the standard final paragraph (see 7.5) that advises the complainant on what action to take next if they remain dissatisfied with the outcome of their Step 2 response.

The Councils response to the complaint should be made within 20 working days *from the date the investigation started.*