

Formal complaint investigations

Please note that if you are a child or young person making a complaint about your care, or are a parent making a complaint on behalf of a child or young person, then this follows a different complaints process – details can be found within the ‘Download’ section of our complaints page

How long does a formal investigation take?

We aim to respond within 20 working days. However, this may vary depending on the complexities of the complaint and how many elements need to be investigated. It may also depend on how many people need to be interviewed, and how many documents need to be read.

Where it will take longer, we will ensure that you are kept informed and up to date.

How does a formal investigation work?

- 1 The Customer Experience Team will ask someone independent of the service to investigate your complaint.
- 2 The Customer Experience team will be your point of contact during the investigation.
- 3 Before the investigation starts, the designated person investigating your complaint will receive a copy of all the complaints correspondence so far. They will then contact you to arrange to meet with you to discuss your complaints in detail and to discuss what outcome you would like as a result of the investigation.
- 4 The investigator will write to you following the meeting to confirm the areas of complaint to be investigated and the outcomes sought, for agreement before the investigation can start.
- 5 If you are making the complaint on behalf of another person, then it will be necessary to have their consent before starting the investigation.

Reviewed August 2019

6 The investigator will then decide who they need to meet with, and what relevant policies, procedures and legislation they need to consult. They will keep a record of any interviews, and will check this with interviewees for accuracy.

7 When the investigation is complete, the investigating officer will write a report and recommendations.

8 The report and recommendations will be sent to the Service Director responsible for the service concerned for consideration and adjudication.

9 The Service Director will then write to you with their decision on your complaint(s), and what actions will be taken as a result. You will receive a copy of the report with this letter.

What happens next?

10 A copy of the adjudication letter and report will be sent to the service manager responsible for the service that has been complained about for information, and to implement any actions that have been identified as a result of the investigation.

11 If you remain unhappy with any part of the response, then you should contact the Customer Experience team within 20 working days to arrange a meeting with the Service Director to discuss their response.

You may, however, wish to escalate your complaint to the Local Government and Social Care Ombudsman who can be contacted as follows:

Website: www.lgo.org.uk

Tel: 0300 061 0614 or alternatively

Text 'call back' to **0762 481 1595**. *Please send one message using only the words 'call back' and they will contact you as soon as possible.*

Reviewed August 2019