

# Your Children's Social Care Complaint: Step by Step



**Pre Complaint:** If you have a concern, get in touch and we will try to resolve it with you as quickly as possible. If you are still not happy after this you can make a formal complaint.

## Stage One

Your complaint can be made online, by phone or in writing direct to a team manager, social worker or other worker you have contact with who will notify the team manager.

You will get a written response in 20 working days. If the complaint is complicated it may take a further 10 days, but we will talk to you about this. If you are not happy with the response at Stage 1 you can go to Stage 2 of the complaint.

## Stage Two

An Independent Investigator and an Independent Person who has not been directly involved in the case) will look at what has happened.

The investigation should be completed within 25 working days with a maximum extension of up to 65 working days. Throughout this process, we will keep you updated. The report will be checked by an Assistant Director. If you are not happy with the response at Stage 2 you can go to Stage 3 of the complaint.

## Stage Three

You can ask for your complaint to be reviewed by an independent group of people within 20 days of receiving your Stage 2 report.

We will aim to hold a Stage Review panel within 30 days. The panel will be made up of three independent people, who have not been involved in the complaint before. The Panel will produce a written report within 15 working days.

## Stage Four

If you are still not satisfied, you can take your complaint to the Local Government Ombudsman.

This is an organisation that looks at how Council's work. They can tell the Council to do things differently if they have done something wrong. You can contact them via email or telephone and you will follow their processes from that point onwards