

Overview of Adult Social Care Complaint's Procedure

Complaint Raised

- Your complaint will be referred to the Complaints and Information Team to be logged and acknowledged.
- Your case will be allocated to a Complaints Officer within 5 working days who will assess the concerns and decide if we are able to accept your complaint through the Council's Complaints Process.
- The officer may need to make some further enquiries before your complaint can be progressed. We may contact you to clarify further detail of your concerns and the outcome you are seeking. If you are making a complaint on someone else's behalf we may need to seek their consent before we can accept the complaint and share any information with you.

Stage 1

- If we accept your complaint, the Complaints Officer will refer it to the relevant manager to investigate and provide a response within 20 working days.
- If we are unable to accept your complaint, we will explain the reasons why to you and offer you further advice.
- A response is usually provided within 20 working days however if the issues are complex and an extension is needed, we will explain the reason and confirm the new response date.
- The Complaints Officer will monitor progress of your complaint and be your point of contact with the Council until the complaints process is complete.
- If you are dissatisfied with the department's initial response you should contact the complaints team within 10 working days
- The officer will ask you to clarify your remaining concerns and the outcome you are seeking from the Council.

Final Stage

- If no alternative resolution options are viable, your complaint will be referred to a Group Manager or Service Director who will review your complaint and any additional evidence with assistance from the Complaints Officer. You will then receive a full response within 20 working days to confirm the Council's final decision about your complaint.
- Your complaint has now completed the Council's Complaints Procedure. If you remain dissatisfied with the outcome and the Council's final response, you can now refer your complaint to the Local Government and Social Care Ombudsman.
- <https://www.lgo.org.uk/> or
- Tel: 0300 061 0614.