

Appendix H – Summary of changes to the complaints policies and procedures.

1 Corporate Complaints Policy (Appendix A)

Further detail regarding the amendments to the Corporate Complaints Policy are detailed below;

- The wording for the acknowledgement timescale has been amended from ‘the same or the next working day to 2 working days so that it falls in line with other service timescales. This also makes it clearer for customers. This change can be found at 6.8.2.
- A timescale has been included for Stage Two escalation requests which will be reviewed within 10 working days. If an escalation request is refused a response will be sent within this 10 working day timescale. If the request is accepted the investigation will be completed within 25 working days (inclusive of the 10 day review period). This change can be found at 6.9.3.
- Following a recommendation made in a Stage Two independent investigation, the policy now states that it may be appropriate on occasion for a complaint to be put on hold and a holding response sent, reference to this can be found at 6.8.5 of the Corporate Complaint Policy.
- Complaints about policy are also no longer excluded, under section 5, from the process. This will mean that all complaints regarding policy will be considered and an appropriate response will be sent.
- Anonymous complaints will now be logged and investigated and learning taken, this has been amended at 4.4 of the policy.

2. Adult Statutory Complaints Policy (Appendix B)

Further detail regarding the amendments to the Adult Statutory Complaints Policy are detailed below;

- More detail has been included regarding the elements that may or may not be excluded from the procedure for example, complaints regarding staff from other agencies, third party providers, complaints regarding residential, domiciliary care and CCG found at section 6.
- The policy now includes a section on Inter- Agency Joint working at 3.3.
- There is now a Policy Framing section at 3.2.
- There is now a section which outlines ‘Who may act on behalf of service user with written permission’ at 5.3.
- Timescales have been included, at 7.21, as per the legislation confirming that if unresolved in 6 months it will be subject to a formal review.

- The 25 working day timescale has been removed in favour of the legislative requirement to negotiate a timescale with the complainant found at 7.22.
- Local KPI's will continue to monitor for responses within 65 working days, this may be amended (reduced) over time. The negotiation of timescales manages the customer expectations and keeps them informed throughout the process.
- More detail has been included regarding the role of the Local Government and Social Care Ombudsman at 11.1.
- Commentary on financial redress has also been included at section 10.
- The policy has been amended to state that responses and investigations will be the responsibility of Service Managers, rather than the Director for Adult Social Services.
- A section regarding anonymous complaints and that they will be logged and investigated under the corporate complaint procedure and will be learning taken at 6.9 and 6.16.

3. Children's Statutory Complaints Policy (Appendix C)

- Amendments have been made in relation to timeframes around Stage 2 complaints, so that the process following receipt of the Investigation Officers Report is clearer and local timeframes are applied. For example, Independent person should submit their reports within a maximum of two days of the final Report being submitted by the Investigation Officer. This has been amended at section 7.14.
- A section regarding anonymous complaints and that they will be logged and investigated under the corporate complaint procedure and will be learning taken at 6.1.