

## Appendix 1 - Adult Social Care Complaints Procedure

The Statutory Complaints Procedure, used for complaints raised by, or on behalf of adults receiving a service from Adult's Social Care Services, has one stage:

Stage One – Local Resolution. Stage 1 offers the relevant social care team, the first opportunity to consider the complaint and respond on behalf of the Directorate. In most cases and where possible, this involves the Team Manager/Assistant Team Manager at the closest point to the service delivery seeking to resolve the complaint as early as possible.

Good practice would be for the service to liaise with the customer as soon as possible to agree the complaints to be investigated. This gives us the opportunity to either apologise for any mistakes made and correct any resulting disadvantage (upholding the complaint); or establish that the work undertaken was correct and enables us to explain this to the complainant (not upholding the complaint).

Many complaints relating to Adult Social Care relate to commissioned services such as Care Homes or Domestic Carers. The commissioning team needs to obtain a statement in response to the complaint therefore time needs to be allowed for the response to be received enabling Warwickshire County Council (WCC) to respond to the customer.

It is important that the response is informative, accurate, fair, timely and as helpful as it can be. WCC expected service standard allows an initial 10 working day timescale for responding to the complaint, with an extension to 30 working days with the agreement of the complainant, where complaints are complex or if time is needed to appoint an advocate. This is not a statutory timescale.

The Local Government & Social Care Ombudsman

If a complainant remains unhappy after exhausting all stages of a complaints process, the complainant can take their complaint to the LGSCO. A complainant can access the LGSCO at any point during the complaint process; however, the LGSCO normally allows the Local Authority the opportunity to process a complaint through every stage of the appropriate complaints procedure, before investigating it themselves. Complaints referred to a Local Authority by the LGSCO to process under the relevant complaints process are classed as 'premature' complaints- <https://www.lgo.org.uk/>

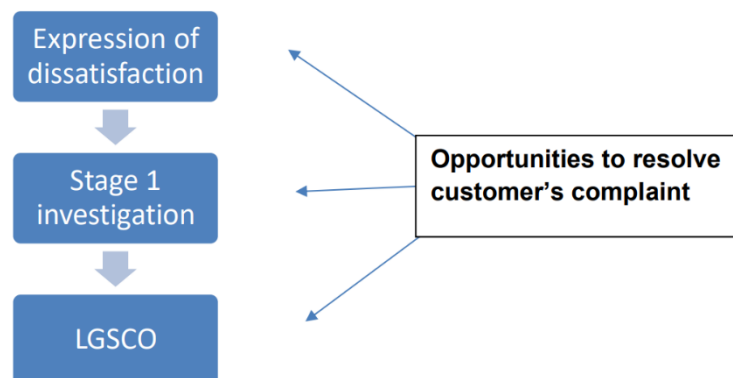


Figure 1: Stages of Complaints assigned to Adult Social Care.