

# **Children's Social Care**

## **Customer Feedback Procedure**

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## CONTENTS

1. INTRODUCTION .....	3
2. OBJECTIVES OF THE PROCEDURE .....	3
3. COMPLIMENTS AND COMMENTS .....	4
4. COMPLAINTS .....	5
4.1 Legal Requirements .....	5
4.2 Definition of a complaint .....	5
4.3 What may be complained about .....	5
4.4 Exclusions from the complaints process .....	6
4.5 Time Limits .....	6
4.6 Who Can Complain .....	7
4.7 Making a Complaint .....	8
5. FREEZING DECISIONS .....	9
6. WITHDRAWING A COMPLAINT .....	9
7. COMPLAINTS RELATING TO MORE THAN ONE COUNCIL .....	9
8. COMPLAINTS ABOUT AN NHS BODY .....	9
9. COMPLAINTS INVOLVING REGULATED SERVICES .....	10
10. THE COMPLAINTS PROCEDURE .....	10
10.2 Stage 1 – Local Resolution .....	10
10.3 Stage 2 - Investigation .....	11
10.4 Stage 3 – Review Panel .....	12
10.5 Early Referral to the Local Government and Social Care Ombudsman .....	14
11. ALTERNATIVE DISPUTE RESOLUTION .....	15
12. GENERAL PRINCIPLES OF REDRESS .....	15
13. LOCAL GOVERNMENT & SOCIAL CARE OMBUDSMAN .....	15
14. MONITORING THE OPERATION OF THIS PROCEDURE .....	16
APPENDIX A .....	17
Exclusions from the Complaint Procedure .....	17
Complaints about Child Protection Conferences .....	18
Court Orders .....	19
Document Control: .....	19

## **1. INTRODUCTION**

- 1.1 This procedure is for compliments, comments and complaints, made by children and young people in relation to Central Bedfordshire Council's Children's Social Care Services. It also applies to parents, foster carers and other appropriate adults making compliments, comments or complaints about social care services in relation to a child.
- 1.2 Throughout this document the term 'service user' and 'complainant' are used:
- 'Service User' is an individual to whom social care have a duty to discharge a function
  - 'Complainant' is used to describe a person making a complaint i.e. the service user or their representative
- 1.3 Where there is reference to sending responses 'in writing' the Council will, if required, also provide the information in a format to meet the needs of the complainant.
- 1.4 Days refers to working days, this excludes Saturday, Sunday, Christmas Day, Good Friday or a day which is a bank holiday in England and Wales under Section 1 of the Banking and Financial Dealings Act 1971 (b)

## **2. OBJECTIVES OF THE PROCEDURE**

- 2.1 The objectives of the Children's Social Care Customer Feedback Procedure are:
- To provide an accessible and effective means for service users, or their representatives, to give feedback about the quality or nature of services and to ensure those who comment or complain have been dealt with promptly, fairly, openly and honestly.
  - To ensure all children and young people making or wishing to make a complaint have access to advocacy support.
  - To ensure all staff understand the objectives and requirements of the procedure.
  - To resolve complaints quickly and as close to the point of service delivery as acceptable and appropriate.
  - To promote problem solving and focus on improvements in complaints handling and to avoid apportioning blame. The emphasis should be on correcting failings or problems. There is therefore opportunity to suspend the complaints procedure

where alternative methods to resolve matters may benefit the complainant.

- To ensure complaints are acted upon with the focus on the complainants desired outcomes where these are realistic and achievable.
- To provide managers and Councillors with information to assist in monitoring performance and quality of service delivery.
- To maintain public accountability on the effectiveness of the procedure through production of an annual report.

2.2 A good procedure should ensure that those who make complaints have their concerns resolved swiftly and, wherever possible, by the people who provide the service locally. The complaints procedure should be a useful tool for indicating where services may need improving. It is a positive aid to inform and influence service improvement, not a negative process to apportion blame.

2.3 Legislation promotes a fair and responsive complaints procedure. It is central to ensuring the Council can demonstrate that it draws on the experience of its service users to bring about change in services.

2.4 The Council is committed to promoting equality or opportunity for all people. We want to ensure all sections of the community can access the procedure and will undertake monitoring to check that this is the case.

2.5 The Council also recognises that some people have concerns about making complaints for fear of losing a service if they 'rock the boat' or fear being treated unfavourably. Service users will not be harassed or victimised as a result of making a complaint.

2.6 Service users will not be subject to withdrawal of a service; delay; or suspension of a service as a result of complaining unless this is at the request of the complainant. See Section 10 - Freezing a Decision

### **3. COMPLIMENTS AND COMMENTS**

3.1 Compliments will be acknowledged within 5 working days and recorded.

3.2 Comments about services, which do not present as a complaint or compliment, may be statements about how things could be improved and should be recorded to enable the Council to use suggestions to review the way services are provided. People may express disappointment, disagreement or observations about services without necessarily wanting to complain. Feedback of this nature will be recorded as a comment. Comments will receive a reply in full,

where possible, from the service within 5 working days. If the service cannot reply within 5 working days, they will inform the customer and tell them why and when they can expect a full response.

## **4. COMPLAINTS**

### **4.1 Legal Requirements**

4.1.1 The Local Authority Social Services Act 1970 (as amended by the NHS & Community Care Act 1990) requires social care to establish a complaints procedure for considering 'any representation' including a complaint to the Council in relation to the discharge of, or any failure to discharge, any of their social care functions in respect of a 'qualifying individual'.

4.1.2 The Children Act 1989 Representations Procedure (England) Regulations 2006, provides the legal framework for the procedures in relation to social care functions.

4.1.3 Where there is any inconsistency in this procedure and the Regulations, the Regulations shall prevail.

### **4.2 Definition of a complaint**

4.2.1 The Council defines a complaint as an expression of dissatisfaction in relation to the standard of service we provide to an individual, which requires a response.

4.2.2 In most cases the individual will need to have been directly affected by the issue of complaint.

4.2.3 Reasons for complaint could be as follows – this list does not cover everything:

- failure to provide a service, or inadequate standard of service
- delays in providing a service or decision making
- failure to follow procedures, the law or the appropriate administrative process
- poor record keeping
- poor communication
- giving out misleading information
- treatment by or attitude of a member of staff

### **4.3 What may be complained about**

- 4.3.1 Section 26(3) of the Children Act 1989 provides that all functions of the Council under Part 3 of the Act may form the subject of a complaint.
- 4.3.2 In addition, the Regulations provide that the following functions may be the subject of a complaint:
- Part 4 of the Children Act 1989 – Sections 31; 33; 34; and 35
  - Part 5 of the Children Act 1989 – Sections 43; and 44
- 4.3.3 The Regulations also provide that the following adoption-related functions may be the subject of a complaint:
- Adoption Support Services Regulations 2005 - Parts 3; 4; and 5
  - Adoption and Children Act 2002 – Sections 18 to 29; Sections 30-35; Sections 36 to 40; and Section 44
  - Adoption Agency Regulations 2005 – Part 3; Part 5; Part 6; Part 7; Part 8
  - Adoptions with a Foreign Element Regulations 2005 – Part 3
- 4.3.4 The Regulations also provide that the following functions under the Special Guardianship Regulations 2005 may be the subject of a complaint:
- financial support for Special Guardians
  - support groups for children and young people to enable them to discuss matters relating to Special Guardianships
  - assistance in relation to contact
  - therapeutic services for children and young people
  - assistance to ensure the continuation of the relationship between the child or young person and their Special Guardian or prospective Special Guardian

#### **4.4 Exclusions from the complaints process**

- 4.4.1 It is important that complaints are dealt with effectively and this includes ensuring the correct process is used, to make sure that the rights of the individual are protected and that there is no interference with another process that may take precedence. APPENDIX A details the exclusions from the complaints process.

#### **4.5 Time Limits**

- 4.5.1 A complaint should be made as soon as possible, as it becomes increasingly difficult to investigate events fairly and fully as time passes.

- 4.5.2 For this reason, the Council will usually only accept complaints made within twelve months of the incident or circumstances that led to the complaint.
- 4.5.3 If there are exceptional circumstances, provided by the complainant, for the delay in submitting the complaint and the Council is satisfied that it would not have been reasonable to expect the complaint to have been made earlier, it may make a discretionary decision to consider the complaint. But only if, despite the delay, it is still possible to investigate the complaint effectively and fairly.
- 4.5.4 The Council will advise a complainant in writing if a complaint is not accepted based on 'Time Limits' along with their right to approach the Local Government and Social Care Ombudsman.

## **4.6 Who Can Complain**

- 4.6.1 A complaint may be made by:
- a) a child or young person who is a 'Looked after Child' or a 'Child in Need' (or someone who holds parental responsibility for the child/young person);
  - b) children leaving care;
  - c) any local authority foster carer;
  - d) Special Guardians;
  - e) a child/young person (or their parent) to whom a Special Guardian Order is in force;
  - f) any person who has applied for an assessment under section 14F (3) or (4);
  - g) any child/young person who may be adopted (or their parent/guardian);
  - h) persons wishing to adopt a child;
  - i) any other person whom arrangements for the provision of adoption services extend;
  - j) adopted persons, their parents, natural parents or former guardians;
  - k) and any other person that the Council considers has sufficient interest in the child/young person's welfare
- 4.6.2 Where a complaint is received from a representative acting on behalf of a child/young person, the Council will confirm where it is appropriate to do so, that the child/young person is happy for this to happen and that the complaint submitted reflect his/her views.
- 4.6.3 The Council has the discretion to decide whether a representative is suitable to act in this capacity or has sufficient interest in the child's welfare. If the Council has cause to believe that a representative is

not acting in the best interest of a child/young person or does not have sufficient interest, the complaint will not be considered

4.6.4 Any decision that a person is not a suitable to represent a child/young person will be sent in writing to the proposed representative with as far as possible reasons for the decision.

4.6.5 The Council is also likely to receive complaints by adults that relate to a child/young person but are not made on their behalf. The Children Act 1989 gives discretion to the Council to decide, in cases where eligibility is not automatic, whether an individual has sufficient interest in the child/young person's welfare to justify their own complaint being considered by them. In reaching a decision, where possible, the Council may check with the child/young person that they are happy with the person making a complaint.

4.6.6 Any decision that a person does not have sufficient interest in the child/young person's welfare to justify their own complaint being considered will be sent in writing to the complainant.

#### **4.7 Making a Complaint**

4.7.1 The Council is committed to ensuring it is easy for people to access the complaints procedure. A complaint can be made to any member of staff orally, in writing or electronically.

4.7.2 Making a complaint in writing or email is sometimes best so that there can be no misunderstanding about the precise nature of the complaint. The Council provides an online form which may be used to submit a complaint.

4.7.3 There may be no need to engage the complaints procedure if the matter is resolved to the complainant's satisfaction immediately. These matters will be considered as resolved on the spot. Staff should attempt resolution when faced with complaints and this may require the involvement of a manager.

4.7.4 If the matter cannot be resolved on the spot and it is apparent that a person wishes to make a complaint, then it should be managed in line with the complaint process.

4.7.5 Children or young people making their own complaints will be given information about advocacy support and assistance in obtaining an advocate if requested. The role of the advocate in the complaints process is to provide independent and confidential information, advice, representation and support.



- 4.7.6 The Council will aid children and young people to follow the procedure and inform them of their rights.

## **5. FREEZING DECISIONS**

- 5.1 If a complaint is about a proposed change to a care plan, a placement, or service, consideration may be given to whether the decision needs to be deferred (frozen) until the complaint has been considered. However, care should be taken if deferring a decision is likely to have a significant effect upon the mental or physical wellbeing of an individual.

## **6. WITHDRAWING A COMPLAINT**

- 6.1 A complaint can be withdrawn orally or in writing at any time by the complainant. The withdrawal of a complaint will be acknowledged in writing.

## **7. COMPLAINTS RELATING TO MORE THAN ONE COUNCIL**

- 7.1 Where a complaint relates to two or more Councils, the complaint should be considered by the council which is looking after the child or in any other case by the Council within whose areas the child is ordinarily resident. Under Section 27 of the Children Act 1989, there is a duty to cooperate. Good practice would suggest the council responding to the complaint should ensure good communication with the other council.

## **8. COMPLAINTS ABOUT AN NHS BODY**

- 8.1 Sometimes a complaint crosses over boundaries between the Council and the NHS. Where this happens, the complainant should not have to worry about who they should approach with complaints about different aspects of the service they receive. Instead, the complaint can be made in its entirety to any one of the bodies involved.
- 8.2 The Council has a responsibility to work with other bodies to establish which agency should lead on handling the complaint and to ensure that the complainant is kept informed and receives as comprehensive a reply as possible.
- 8.3 Ideally, both investigations should be completed simultaneously and responses provided to the complainant together. In order to facilitate this, the two bodies should aim to work to the shorter of their respective complaint procedure timescales.

- 8.4 The arrangements set out above for identifying a lead body only apply where the matters raised concern both bodies. If the complaint received does not relate to Children's social care services, with the consent of the complainant the Council will refer it formally to the other body. It will then be for the other body complained against to make sure the complaint is dealt with properly and that the complainant is kept informed.

## **9. COMPLAINTS INVOLVING REGULATED SERVICES**

- 9.1 With regard to those services that are regulated, specific complaints procedures are required under separate regulations and National Minimum Standards under the Care Standards Act 2000. They are therefore distinct from this complaint procedure.
- 9.2 If the Council receives such a complaint, it will need to consider whether it is most appropriately dealt with by any complaints process that is operated within the relevant regulated service or setting or whether it is a matter that relates more directly to the exercise of the Council's Children Act 1989 functions, covered by this procedure.

## **10. THE COMPLAINTS PROCEDURE**

- 10.1 The Children's Social Care Complaints Procedure has three stages:
- Stage 1 – Local Resolution
  - Stage 2 – Investigation
  - Stage 3 – Review Panel
- 10.2 Stage 1 – Local Resolution**
- 10.2.1 Local Resolution requires the Council to resolve a complaint as close to the point of contact with the complainant as possible (i.e. through front line management of the service).
- 10.2.2 The expectation is that complaints should be considered and resolved at stage 1. However, should the Council or complainant believe that it would not be appropriate to consider the complaint at stage 1 and where both parties agree, the complaint may move directly to stage 2.
- 10.2.3 For the purposes of stage 1, the start date means
- in the case where a complaint is received from a person under 8.1 (k), the date on which the Council decides that the person

making the complaint has sufficient interest in the child/young person's welfare;

- in the case where a child/young person making a complaint has asked for an advocate, the date on which an advocate is appointed;
- in any other case, the date on which the complaint is first received by the Council.

10.2.4 The timescale at stage 1 is 10 working days from the start date. Most stage 1 complaints should ideally be concluded within this time limit.

10.2.5 Where the Council cannot provide a complete response it can implement a further 10 days extension. The maximum amount of time that stage 1 should take is 20 working days unless agreed otherwise with the complainant.

10.2.6 Complainants will be notified in writing of the outcome of the Council's consideration of the complaint at stage 1. Where the matter is not resolved the complainant has the right to request consideration of the complaint at stage 2. There is no time-limit within which the complainant must request this, but the Council recommends that the request is made within 20 working days so that momentum in resolving the complaint is not lost.

### **10.3 Stage 2 - Investigation**

10.3.1 Consideration of complaints at stage 2 is normally achieved through an investigation conducted by an investigating officer and an independent person.

10.3.2 Complaints will progress to stage 2 either at the complainant's request (where the complaint has not been resolved at stage 1) or where the complainant and Council agree that stage 1 is not appropriate.

10.3.3 The Council will ensure that the details of the complaint and the desired outcome are recorded in writing and will invite the complainant to comment on it. The stage 2 timescale will start from the date that the complaint statement is agreed.

10.3.4 The Council will appoint an Investigating Officer (IO) to lead on the investigation of the complaint and prepare a written report for adjudication by a senior manager of the service. The IO may be employed by the Council or be brought in from outside the Council, appointed specifically for this piece of work. The IO should not be in direct line management of the service or person about whom the complaint is being made.

- 10.3.5 The Council will also appoint an Independent Person (IP) to the investigation. This person must be involved in all aspects of consideration of the complaint and will take an overview of the process to ensure a full and fair investigation.
- 10.3.6 The IO and IP should have access to all relevant records and staff. These should be released within the bounds of normal confidentiality and regarding relevant legislation around data protection.
- 10.3.7 The investigation report and the Council's response to the complaint should be completed and sent to the complainant within 25 working days. However, this may be impractical in some cases.
- 10.3.8 Where it is not possible to complete the investigation and response to the complaint within 25 working days, stage 2 may be extended to a maximum of 65 working days. The Council must inform the complainant as soon as possible, in writing, of the reason for the delay and the date by which they can expect a response. Any requirement to extend past 65 working days must be agreed with the complainant.
- 10.3.9 **Stage 2 investigation report** – On completion of the investigation, the IO should write a report which includes details of findings, conclusions and outcomes against each point of complaint; and recommendations on how to remedy any injustice to the complainant as appropriate.
- 10.3.10 **Stage 2 IP Report** – Good practice suggests that the IP should also produce a report on completion of the investigation, which comments on whether the investigation was conducted in an impartial, comprehensive and effective manner.
- 10.3.11 **The adjudication process** – Once the IO has finished the investigation report, a senior manager should act as Adjudicating Officer and consider the complaints; the IO's findings, conclusions and recommendations; and the complainant's desired outcome. The Adjudicating Officer may wish to meet the complainant as part of this process. The Adjudicating Officer will prepare a response, which details the decision on the complaint and any actions that will be taken with timescales for implementation. The complainant should receive a copy of the IO's report; any report from the IP and the adjudication response. The adjudication response must contain details of the complainant's right to stage 3 if the complaint is not resolved.
- 10.4 **Stage 3 – Review Panel**

- 10.4.1 Where stage 2 of the complaint procedure has been concluded the complainant may request further consideration of the complaint if it has not been resolved. The complainant must make a request within 20 working days after receipt of the adjudication response and should set out the reasons for dissatisfaction with the outcome at stage 2.
- 10.4.2 The Council should acknowledge the complainant's request in writing within 2 working days of receipt and seek clarification on the reasons for further consideration, where needed.
- 10.4.3 Further consideration of the complaint can include, in a limited number of cases, early referral to the Local Government and Social Care Ombudsman (LGSCO). See Section 15.5
- 10.4.4 If early referral to the LGSCO is not appropriate a review panel will be held within 30 working days of the request for further consideration. The purpose of the review will be to consider the adequacy of the stage 2 investigation and focus on achieving resolution, where possible.
- 10.4.5 The review panel must consist of three independent people. Independent means a person who is neither a member nor an officer of the Council to which the complaint has been made, nor the spouse or civil partner of such a person. The Independent Person appointed to stage 2 may not be a member of the panel. One member of the panel will be assigned as Chair.
- 10.4.6 The complainant should be notified of the review panel date in writing at least 10 working days before the panel meets and be invited to attend. The complainant should also be informed of the entitlement to be accompanied by another person. This person may speak on behalf of the complainant. The review panel can proceed in the complainant's absence, at the complainant's request.
- 10.4.7 Those persons involved with the investigation at stage 2 (IO and IP) should be invited to attend the review panel to contribute as relevant to their roles. Should any of these persons cause an inordinate delay in holding the review panel, the Chair should take a view on proceeding without them.
- 10.4.8 The Adjudicating Officer should attend the review panel if any of the IO's findings at stage 2 were rejected in the response to the complaint. Where the Adjudicating Officer has accepted all the findings, it is acceptable to delegate this responsibility.
- 10.4.9 The Complaints Manager and anyone providing administrative support should also attend the review panel.

- 10.4.10 The Chair should make the final decision on attendees at the review panel.
- 10.4.11 The review panel should not reinvestigate the complaints, nor should it be able to consider any substantively new complaints that have not been first considered at stage 2.
- 10.4.12 The review panel will consider any oral or written submissions made by the complainant; the Council; and any other person whom the panel considers has sufficient interest in the complaint to merit submissions being considered by them.
- 10.4.13 The review panel is required to produce a written report containing a brief summary of the representations and their recommendations for resolution of the issues. This must be sent to the complainant; Council; IP from stage 2; and any other person with sufficient interest within 5 working days of the meeting.
- 10.4.14 Within 15 working days of receiving the review panel's report the Council must, together with the IP from stage 2, consider the recommendations and determine how to respond to them and what action may be proposed in light of them. The Council's must send its response to the complainant and any proposals along with confirmation of the complainant's right to refer the matter to the Local Government and Social Care Ombudsman, if still dissatisfied.

## **10.5 Early Referral to the Local Government and Social Care Ombudsman**

- 10.5.1 Where the presenting facts indicate that reasonable, appropriate consideration of the complaint has been undertaken at stage 2 and that further consideration by a review panel would not produce a demonstrably different outcome, the Council should discuss the possibility of early referral of the complaint to the Local Government and Social Care Ombudsman.
- 10.5.2 The Council can only consider this option if stage 2 delivered:
- a very robust report;
  - a complete adjudication;
  - an outcome where all complaints have been upheld (or all significant complaints relating to service delivery in respect of the qualifying individual);
  - the Council is providing a clear action plan for delivery;
  - and the Council agrees to meet the majority, or all the desired outcomes presented by the complainant regarding social care functions

- 10.5.3 Where this is the case, and the complainant agrees, the Council can approach the Local Government and Social Care Ombudsman to ask for consideration of the complaint directly, without first going through a review panel.
- 10.5.4 The Council will need to agree a written statement of the complaint, for release by the Council, to the Ombudsman. The Ombudsman will apply a test of reasonableness to this decision. If the Ombudsman concludes that early referral was incorrect there are a range of responses. This may include proposing that the complaint should be considered at a stage 3 review panel in the normal manner. Early referral of the complaint will not restrict the Ombudsman from later consideration of the complaint.

## **11. ALTERNATIVE DISPUTE RESOLUTION**

- 11.1 Nothing in this procedure should preclude either the complainant or the Council from suggesting alternative dispute resolution (ADR).
- 11.2 Where appropriate and with agreement from the complainant the Council may arrange for conciliation or other services to help resolve matters.
- 11.3 Entering into ADR should not restrict the complainant's right to re-enter the complaint procedure if matters remain outstanding at the end of the process.

## **12. GENERAL PRINCIPLES OF REDRESS**

- 12.1 Under Section 92 of the Local Government Act 2000, Council's are empowered to remedy injustice arising from maladministration.
- 12.2 Any application of remedies should:
- a) be appropriate and proportionate to the injustice;
  - b) put the complainant in the position they would have been in except for the fault;
  - c) consider financial redress, where (b) is not possible;
  - d) consider the complainant's views and desired outcomes;
  - e) consider the effect of the complainant's own actions

## **13 LOCAL GOVERNMENT & SOCIAL CARE OMBUDSMAN**

- 13.1 The complainant retains the right to approach the Local Government and Social Care Ombudsman at any time. However, the Ombudsman would ordinarily expect the Council to consider the complaint initially

and may refer the complaint back to the Council if this has not been done.

13.2 If at the conclusion of the Council's complaints procedure the complainant is not satisfied with the outcome, they may refer their complaint to the Ombudsman.

13.3 Contact details for the Ombudsman are as follows:

Local Government & Social Care Ombudsman  
PO BOX 4771  
Coventry  
CV4 0EH  
0300 641 0614  
[www.lgo.org.uk](http://www.lgo.org.uk)

## **14. MONITORING THE OPERATION OF THIS PROCEDURE**

14.1 Records will be kept of each complaint received, the outcome of each complaint and whether there was compliance with the time limits defined in the 2006 Regulations. The retention period for complaints about Children's Social Care Services is closed date + 100 years.

14.2 A report will be compiled annually on the Council's Children's Social Care functions under the Regulations.



## **APPENDIX A**

### **Exclusions from the Complaint Procedure**

#### **The complaints procedure does not cover:**

- Requests for services – these will be passed to the relevant team to action.
- Requests for information held by the council. There are separate procedures for requests that fall under the Freedom of Information Act and General Data Protection Regulation.
- Concerns or disagreement with council policy, practice or service criteria levels. Representations of this nature should be shared with local councilors who can provide a direct reply.
- Concern or disagreement of a general nature, which is not concerned with an individual. Feedback of this nature will be passed to the relevant team to provide a reply.
- Matters relating to a claim under public liability. There is a separate procedure in place for considering claims and feedback of this nature will be passed to the Council's Insurance Team.
- Matters relating to safeguarding. There is a separate procedure in place for considering concerns that meet the threshold for child protection.
- Matters for which there is a right of appeal e.g. where there is an appeal process within the council or to an independent tribunal, or legal remedy.
- Anonymous complaints fall outside the scope of the process and it is for the Council to decide what action it should take. Anonymous complaints will be referred to the relevant manager to agree a course of action, if any.

#### **The complaints procedure does not apply when:**

- a) the person wishing to complain does not meet the requirements of 'who can complain' and is not acting on behalf of such an individual;
- b) the complaint is not in regard of the actions or decisions of the Council, or another body acting on its behalf;
- c) the same complaint has already been dealt with at all stages of the procedure.

The Council has discretion in deciding whether to consider complaints, where to do so would prejudice any of the following concurrent investigations:

- Court proceedings;
- Tribunals
- Disciplinary proceedings;

- Criminal proceedings

If the Council decides not to consider or further consider complaints subject to these concurrent investigations, it will write to the complainant explaining the reason for the decision and specify the relevant concurrent investigation.

Once the concurrent investigation has been concluded the complainant may resubmit their complaint to the Council if it is within one year of the conclusion of the concurrent investigation.

**A complaint will not be considered, or further considered in cases where:**

- it is unclear;
- it has been investigated by a Local Commissioner under section 26(1) of the Local Government Act 1974;
- it is vexatious or frivolous – the Council’s policy on vexatious and unreasonable complaints will be applied in these cases;
- it falls under Section 7 - Time limit;
- it is a complaint arising out of the alleged failure by the Council to comply with a request under the Freedom of Information Act or General Data Protection Regulation;
- it is a complaint made by another ‘responsible’ body. Complaints from partners about our services should be addressed through the contracts process and review of Service Level Agreements;
- it is a complaint made by an employee about any matter relating to that employment. Complaints about personnel matters should be addressed through appropriate HR policies;
- it is a complaint made by internal departments/partners of the Council (department to department). Internal complaints should be dealt with through line management, Service Level Agreements and where appropriate HR policies including whistle blowing and/or grievance procedure.

The Council will advise a complainant in writing why a complaint has been excluded from the complaints process.

**Complaints about Child Protection Conferences**

Complaints about the following aspects of a child protection conference need to be addressed under the Local Safeguarding Children Board (LSCB) complaints procedure:

- the process of the conference;
- the outcome, in terms of the fact of and/or the category of primary concern at the time the child became the subject of a child protection plan;
- a decision for the child to become, or not to become, the subject of a child protection plan or not to cease the child being the subject of a child protection plan

Complainant's should contact the Conference Chair to express their concerns in the first instance and to seek further details on the complaint procedure.

## **Court Orders**

People wishing to appeal against court orders should approach the court. The Children's Social Care Complaints Procedure cannot overturn a court decision.

## **Document Control:**

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# **Central Bedfordshire in contact**

**Find us online:** [www.centralbedfordshire.gov.uk](http://www.centralbedfordshire.gov.uk)

**Call:** 0300 300 8000

**Email:** [customers@centralbedfordshire.gov.uk](mailto:customers@centralbedfordshire.gov.uk)

**Write to:** Central Bedfordshire Council, Priory House,  
Monks Walk, Chicksands, Shefford, Bedfordshire SG17 5TQ