**Protocol for the management of complaints across service areas**

This protocol is to be used when a complaint is received through the Council Complaints process that involves more than one service area. The services included can be:

* Assessment
* Safeguarding and Family Support
* Corporate Parenting
* Independent Reviewing Service
* Child Protection Conferencing Service

Any complaint that is received into any of the services should be shared with the Team Manager/Service Manager for the respective service areas.

To co-ordinate a response to the complaint, there should be a short planning meeting with the relevant Team Manager/Head of Service/Independent Reviewing Officer and/or Child Protection Co-ordinator.

The planning meeting should decide:

* Who is going to respond from each service area
* The timescales for writing a response and for submission to the Complaints Team
* The date by which the complaint response should be completed and ready for sign off by the Head of Service/Quality Assurance Practice Manager.
* If there are areas of disagreement between services, explore whether a separate response from each service area is more appropriate

A final version of the complaint response should be quality assured and agreed by the Head of Service/Quality Assurance Practice Manager.

The response should only be sent back to the Complaints Team when the final version has been agreed by the respective Head of Service/Quality Assurance Practice Manager.