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| Title | **BCP Children’s Services Complaints procedures addendum** |
| Version | V1 |
| Effective From date | 24.02.2020 |
| This version date | 19.02.2020 |
| Review Frequency | Annual review |
| Policy Lead and Approval Body  | Neil Goddard, Service Director, Children’s Services - Quality and Commissioning |
| Produced By  | Karen Mayo and Teresa Salmon, Complaints leads |
| Revision History Date  | Version | Summary of Changes | Section(s) Changed |
|  |  |  |  |
| Equality & Impact Needs Assessment Location  | Not produced under BCP yet |
| Who must be aware of this guidance? / Distribution  | All Children’s Services Managers |
| Who Must Comply with this Guidance?  | All Children’s Services Managers |

**Introduction**

There is a need to align the complaints process across BCP Council. The following procedures will be put into practice. This is not a full alignment, and complaints will still be managed in their respective areas and by their respective Complaints Managers until the service is fully reorganised. However, these changed procedures will ensure that current practices are more streamlined across the services and allow for joint reporting and learning.

Complaints Managers:

Bournemouth and Christchurch postcodes - Teresa Salmon 01202 458712

teresa.salmon@bcpcouncil.gov.uk

add central inbox

Poole postcodes Karen Mayo 01202 714740 karen.mayo@bcpcouncil.gov.uk

Add central inbox

1. Stage 1 complaint acknowledgments

If the complaint is initially received by officers or managers within the service, it must be passed immediately to the respective Complaints Manager for acknowledgment and recording. The Complaints Manager will write (or email) to the complainant to clarify the issues that are being raised, inform the complainant who will be considering their complaint at Stage 1 and when they will receive a response. This letter or email will include the complaints leaflet and must be sent within 3 days of the service receiving the complaint.

If there is any doubt as to which Complaints Manager should be informed – please send to both.

1. Quality assuring responses at Stage 1

All responses are to be sent to the respective Complaints Manager for quality assuring before they are sent to the complainant. This will ensure the consistency and quality of all responses.

1. Stage 1 response timescales

Two days before the response is due, the Complaints Managers will alert the manager responding at Stage 1, if the response has not already been sent.

This allows time for the response to be finalised and quality assured before sending to the complainant.

1. Logging categories of complaint

The specific complaints that are raised by individual complainants will all be logged separately. This allows for a full analysis of number and range of complaints received

1. Adjudication responses at each stage

Although complaint responses must remain flexible and will need to be adapted from time to time to accommodate particular issues, the general expectation is that:

Stage 1 – will be considered and responded to by the Team Manager

Stage 2 – will be adjudicated and responded to by the Service Manager

Stage 3 – will be adjudicated and responded to by the Service Director

END