Sandwell
Children's Trust

Complaints Process

Complaint received by CS_Firmstep

If the complaint is not for your team please let CS_Firmstep know ASAP

Complaint sent to responding officer [typically TM level or SM if necessary]

Responding officer has 10 working days to complete the response with their managers approval

Responding Officer compiles response and sends to SM or HOS for approval

A 10-working day extension can be granted if the customer agrees. It is the TM responsibility to obtain this. Request extension from CF giving new date and reason for extension if known.

Once approved TM or nominated officer sends approved response to CS_Firmstep

CS_Firmstep send to CF to closes the complaint detailing the outcome and learning. Also cc the responding Officer in and direct them to post/ email to complainant

TX ref: Doc ref: