An Overview of the Customer Relation Team’s SLA’s

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| SLA Name | Key Details |
| 1. Concerns | Two Working days to triage the enquiry and to determine if it should be processed as a formal complaint or as an enquiry. |
| 1. MP & Councillors: Enquiry Process | Two Working days to triage the enquiry and to inform the lead member.  Office will see an update from the CR  15 Working days for the team to provide the draft response to the MP or Councillor’s Personal Assistant (PA).  **Going down the complaints process**   * A copy of the response will be shared within 11 working days. * If the 11 working days deadline has passed, the lead Member office will contact CRT for an update. |
| 1. Request to Freeze | This request needs to be acted on immediately by the CR Team. |
| 1. Local Government and Social Care Ombudsman (LGSCO) Enquiry | The CR Team has 28 Calendar days to provide a response to the Initial Enquiry. Unless otherwise specified by the Ombudsman investigator.   * Day 2: The CR Team has to send the enquiry to the responsible service. * Day 21: The response has to be completed by the service and returned to the CR Team. * Day 25: The CR Team packages the response and addresses any outstanding points. * Day 27: The CR Team finalise the response and sends it to the LGSCO. |
| 1. OFSTED Notifications | The Council has 10 working days to respond to the OFSTED Notification. |
| 1. Learning Arising from Complaints | A timeframe of 10 to 20 working days to implement any learning that can be gathered from the complaint. |
| 1. Stage 1 Complaints | 10 working days to respond to the complaint. For children’s complaints, the deadline can be extended to 20 working days in complex cases\*. |
| 1. Stage 2 – Statutory Children’s Act Complaints | The Council has 20 Working Days to review the complaint, which is 20 days from the date that the escalated complaint lands.  This can be extended to a maximum of 65 working days. If the complaint is complex, for example the involvement of multiple teams or services. |
| 1. Stage 2 – Non-Statutory Complaints (Education) | * The Council has 20 Working Days to review the resident’s complaint, which is 20 Workdays from the date that the escalated complaint lands. * The outcome of the review can be: No Further Action, Refer back to the service for a further response at Stage 1, Peer Review, Mediation and Investigation. * The deadline for the formal response following an investigation is agreed with the complainant, this is usually 25 Workdays. * The deadline for the further response at stage 1 is 10 workdays.   **Investigations at Stage 2**   * The SCRO will liaise with the service. * For straightforward complaints the SCRO will access the data held on One and other SEN records and gather available intelligence to inform the investigation. * For more complex complaints or where data is not readily available the SCRO will convene an interview with the officer identified as most appropriate to assist with the investigation, to ascertain the missing data. * The SCRO will share the ‘questions’ that require answers with the identified officer no later than 2 working days prior to the date of interview, enabling the identified officer to prepare for the meeting. |
| 10. Stage 2 – Non-Statutory Complaints (Children’s Services) | The Council has 20 Working Days to review the resident’s complaint, which is 20 days from the date that the escalated complaint lands.  The outcome of the review can be: No Further Action, Peer Review, Mediation Independent Investigation.  The deadline for the formal response after the review is agreed with the complainant, this is usually 25 Workdays. This deadline can be extended to 65 Workdays.   * The CRO will liaise with the service and appoint an investigator. * The CRO will share the outcome report by day 55, along with a draft formal response to the AD. * By day 65 the AD will personalise, finalise, and sign the draft response. * By day 65 the CRO will send the response and outcome report to the family. |
| 11.Stage 3 Complaints | All parties involved in the stage 3 complaint to adhere to the statutory guidelines.  The Panel Chair must write to the Director, via the CR Team, within 5 working days from the date of the panel.   * The CR Officer is to turn around a draft response and share it with the Director within 48 hours of receiving the Panel letter.   The Director has 15 working days from the date of the Panel letter to respond to the complainant. |

\*e.g. where the complaint cuts across multiple teams or services and where the young person is supported by an advocate

Next review date: April 2024