

Provider Complaints – Adults Social Services

Adult Social Care complaints

Adult Social Care complaints are dealt with under the Local Authority Social Services and NHS Complaints Regulations 2009. These regulations mean that the council has a one stage process for Adult Social Care complaints. The council will provide advice and support and work with complainants and Social Care providers to find effective and swift resolution to complaints.

Stage	Timescale	Response prepared by	Response agreed by
Stage 1	Usually 25 working days but this may be extended where necessary.	Officer / Team Manager	Head of Service or Director.
Local Government and Social Care Ombudsman	Directed by LGSCO	Complaints Team / Investigating Team	Director or Chief Executive

The council will seek consent to pass the complaint to the provider and, where the complaint relates to the council and the provider, coordinate the response to the complainant.

Where a complaint is about an Adult Social Care provider the council will:-

- Acknowledge the complaint is received and seek consent from the complainant to forward the complaint to the provider.
- Once consent is received, the complaint will be sent to the provider requesting a response within 10 working days.
- If consent is not received we will inform complainant that we cannot fully investigate the complaint.
- The response will be drafted by the Officer or Team Manager using the standard letter template and complete a data quality template.
- The response will be reviewed by the Complaints Team.
- The response should be sent by the Team Manager within the appropriate timescales.
- We will report on these complaints monthly and include any learning and action points.
- Action points will be given a timescale to implement and these will be monitored by the Team Manager and reported on monthly.