

Children, Young People & Family Services in Hull The complaint procedure explained



Hull
City Council

For Families and Carers

How to make a complaint about Children, Young People & Family Services in Hull

How the Complaints Procedure works

If you are unhappy about any of the services that you receive from Hull City Council and you have not been able to sort things out with your usual worker, you can make a formal complaint. You can complete the form attached to this leaflet or:

Telephone: 01482 616 143

Email: socialservices.complaints@hullcc.gov.uk

Write to us at: **Children, Young People & Family Complaint Service
Brunswick House
Strand Close
Hull HU2 9DB**

Or come and see us.

The types of complaint we look into might include:

- an unwelcome or disputed decision
- concern about the quality or appropriateness of a service
- delivery or non-delivery of services, including complaints procedures
- quantity, frequency, change or cost of a service
- attitude or behaviour of staff
- the impact on a child or young person from the application of a Local Authority policy
- assessment, care management and reviews

There may be other things not on the above list that you can complain about and you can contact the Complaints Service who will talk things through with you.

Restrictions to accessing the complaints procedure

The Local Authority can also decide not to progress a complaint if it feels it may prejudice any of the following investigations:

Court Proceedings

Criminal Proceedings

Disciplinary Proceedings

Tribunals

Court Orders

The Complaints Procedure cannot change or overturn decisions made within the courts. If you wish to appeal against court orders, you need to take legal advice.

There are 3 stages to the statutory complaints procedure

Stage 1 The Local Resolution Stage

When a formal complaint is made, in most cases we will contact you and respond to your concerns within 10 working days. Occasionally we may need a little longer, but will keep you informed on what is happening.

If your complaint is not resolved at Stage 1 we will arrange for you to meet with a senior manager. We call this Alternate Dispute Resolution.

The manager will meet with you and try to resolve your concerns.

If your complaint remains unresolved you can request your complaint is considered for a formal investigation.

Stage 2 Formal Investigation

An Investigating Officer is appointed.

They are assisted by an Independent Person who does not work for Hull City Council. They will meet with you to discuss and agree your complaint.

A written report will be prepared which will contain the details of the findings, what the conclusions and outcomes are and what should be done to make things right if the complaint is upheld.

An investigation will take between 25 and 65 working days depending on the complexity.

The final report is sent to a Senior Manager from the Local Authority who we call the Adjudicating Officer.

They will meet with you and advise whether the Local Authority agree or not with the findings of the report and confirm what actions will be taken.

If you remain dissatisfied with the outcome of the investigation you can request an Independent Complaint Panel Review.

Stage 3 Independent Complaint Review Panel

A Review Panel must be held within 30 working days of you requesting one.

Three independent people who have no connection with the Local Authority make up the panel.

You have the right to attend the panel in person. Other people who will be there include the Investigating Officer at Stage 2, the Independent Person, a representative of the Local Authority and the Complaints Manager.

The Review Panel does not:

- reinvestigate the complaint, it reviews the Stage 2 formal investigation.
- consider any new complaints that have not been investigated at Stage 2

The Review Panel will:

- listen to all parties involved
- look at all the information gathered during the Stage 2 investigation and then produce a report within 5 working days
- advise how the Local Authority can remedy the complaint, and/or any service improvements to the Local Authority where necessary

The Local Authority will then write to you within 15 working days with its response to the Review Panel's findings and recommendations.

If you remain unhappy after your complaint has been reviewed at Stage 3 of the procedure you can contact:

The Local Government Ombudsman

Address: Local Government Ombudsman
Advice Centre
PO BOX 4771
Coventry CV4 9EH

Telephone: 0300 061 0614

Email: advice@lgo.org.uk

Website: www.lgo.org.uk

Complaint Form

Name:.....

Address:.....

.....

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Phone:.....

Email:.....

Your age:.....

Your ethnicity:.....

Disability:.....

Your child's name:.....

Age and D.O.B:.....

Service Area involved that you are unhappy with:

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Your child's workers name:.....

Are there any current Court Proceedings?

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Brief details of complaint

Tell us what has happened

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Tell us how this has made you feel

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What do you want to change?

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How can we put things right?

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Do you want to tell us anything else?

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Signed:.....

Date:.....

Send the completed form to the:
FREEPOST RSJC-KKBE-ABXZ
PRIVATE AND CONFIDENTIAL
The Children's Complaints Service
Hull City Council
PO Box 15
HULL HU1 2AB



This leaflet can be made available in other formats (large print, audio and Braille as appropriate) and other languages.

Please phone (01482) 616 143