

Statutory Children's and Adult social care complaints procedures

For complaints about Children's and Adult social care services

- Investigation – if things can't be resolved quickly and informally, we will look into your complaint to see why things have gone wrong. We will apologise if we have made mistakes and will tell you what we will do to put things right.

For complaints about Children's social care only

- Appeal - If you are not happy with our investigation you can appeal and we will look at your complaint again.
Panel - If you remain unhappy with how we have investigated your complaint following the appeal you have the right for it to be reviewed by a panel of independent people.

Ombudsman

- Following completion of the complaints process, if you are not satisfied, you have the option of referring your complaint to the Local Government Ombudsman.