

Appendix 3

Complaint procedures overview

There are 3 stages to the Council's Corporate and (Adult and Children's) Social Care complaint procedures.

There are 2 stages about complaints in respect of the Council's Landlord function. (Most Housing Services complaints)

Stage 1 - Response from line manager

Full response within **10** working days for Corporate Complaints. Up to **20** working days for Social Care complaints.

Stage 2 - Investigation by independent officer (Corporate and Adult Social Care stage 2 complaints are investigated by the Council's Complaint Team and Childrens Social Care complaints by an externally contracted investigator).

Full response:

- Up to **25** working days for Corporate complaints.
- Up to **45** working days for Adult Social Care complaints.
- Up to **65** working days for Childrens Social Care complaints.

Complaints about the Council's Landlord function end after Stage 2. Tenants have the option of having their complaint considered by an Independent Tenants Panel (operated in Rotherham by Rotherfed) or by an Independent Person (Councillor or MP).

Stage 3 – Complaint's review panel / review by Assistant Director

Full response:

- Up to **25** working days for Corporate complaints (Members panel).
- Up to **20** working days for Adult Social Care complaints (Review by Assistant Director).
- Up to **50** working days for Childrens Social Care complaints (Externally contracted independent professionals).

If unresolved, a complaint can be taken to:

Local Government and Social Care Ombudsman / Housing Ombudsman (Landlord function complaints).