

Handling Complaints For Service Improvement

CFLL Customer Relations Team (CRT)

Be.heard@surreycc.gov.uk

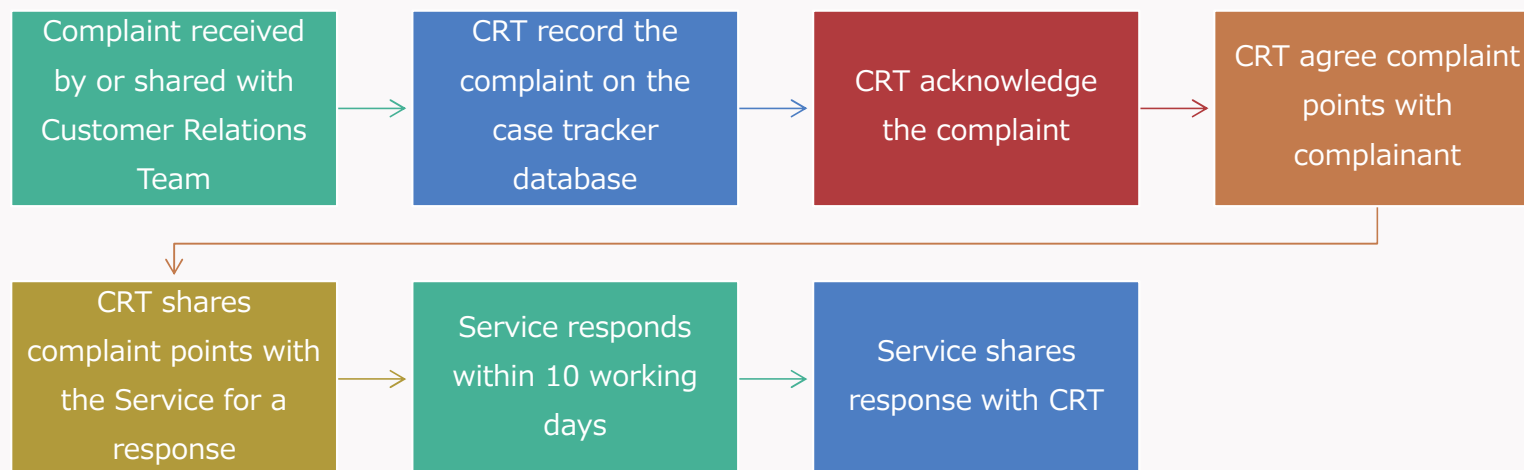
Two Tier Formal Corporate Complaint Process

- Stage 1 – local response – 10 workday timescale
- Stage 2 – review by CRT – 20 workday timescale



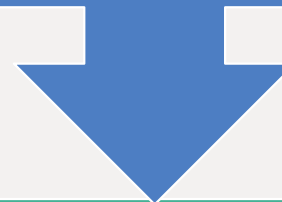
**Escalation to Local Government and
Social Care Ombudsman**

Stage 1 – Initial Response



Stage 2 – CRT Review

CRT review request for
escalation



Outcome options include:

No further
action

Additional
response by
the Service

Peer review
by CRT

Mediated or
restorative
meeting

Independent
Investigation

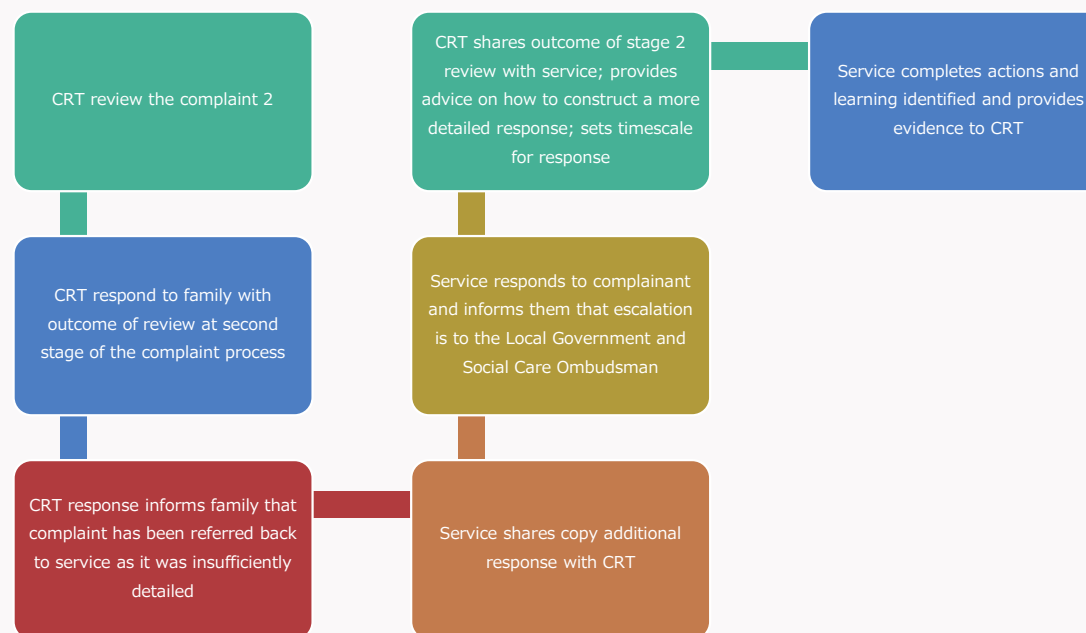
No Further Action

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graph LR; A((CRT respond to complainant with rationale for no further action)) --> B((CRT inform family that escalation is to the Local Government and Social Care Ombudsman))
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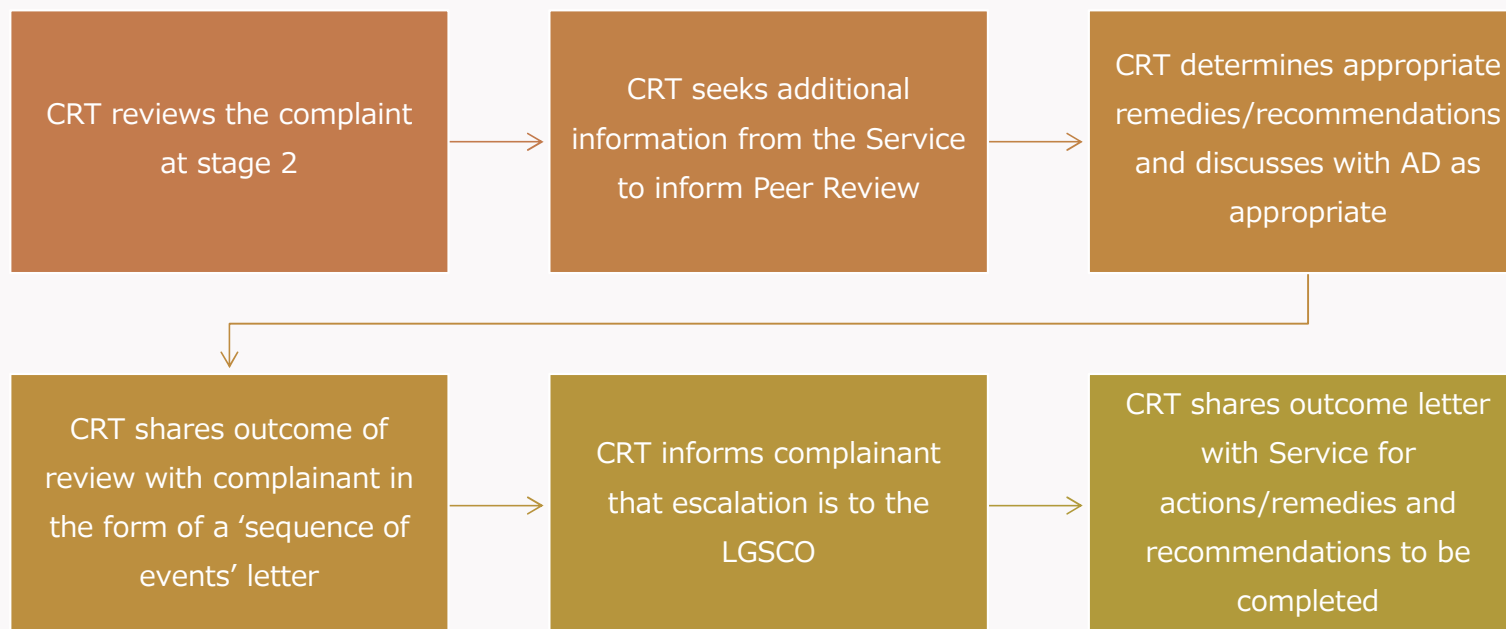
CRT respond to complainant with rationale for no further action

CRT inform family that escalation is to the Local Government and Social Care Ombudsman

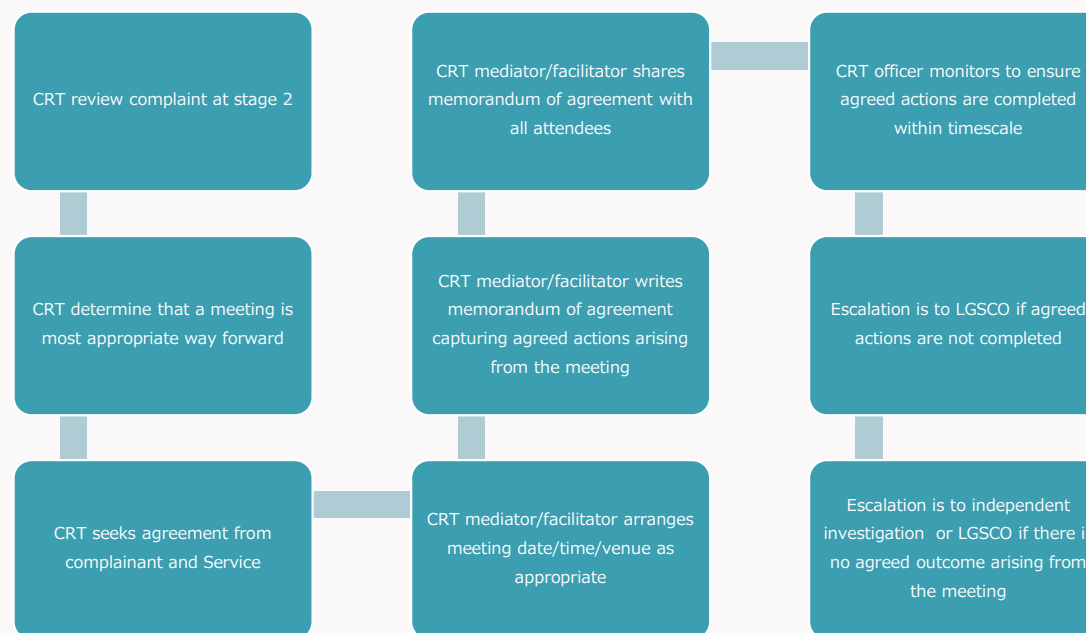
Additional Response by Service



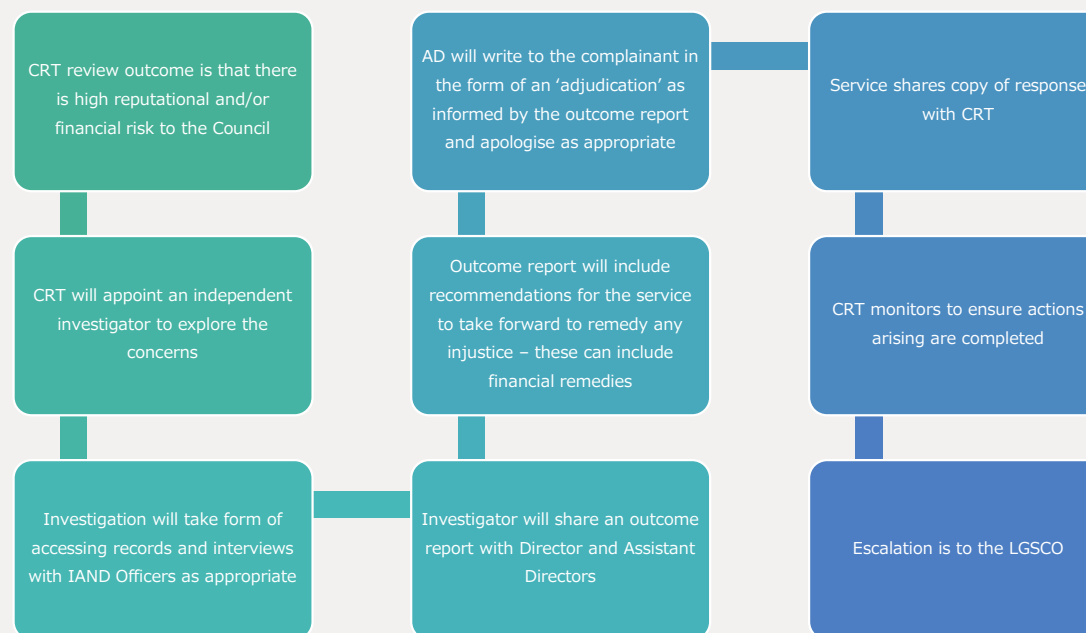
Peer Review



Mediated/Restorative Meeting



Independent Investigation



Local Government and Social Care Ombudsman

Usually expects both stages of the local process to be completed

Can decide to investigate a complaint at any time

Initial enquiry usually has a 25 day timeframe for response

Reputational Risk to the Council if responses are delayed

Draft Decision usually has a 5 day timeframe for a response

Reputational Risk to the Council if responses are delayed

Final Decision – agreed remedies must be completed within timescale

LGSCO Public Report

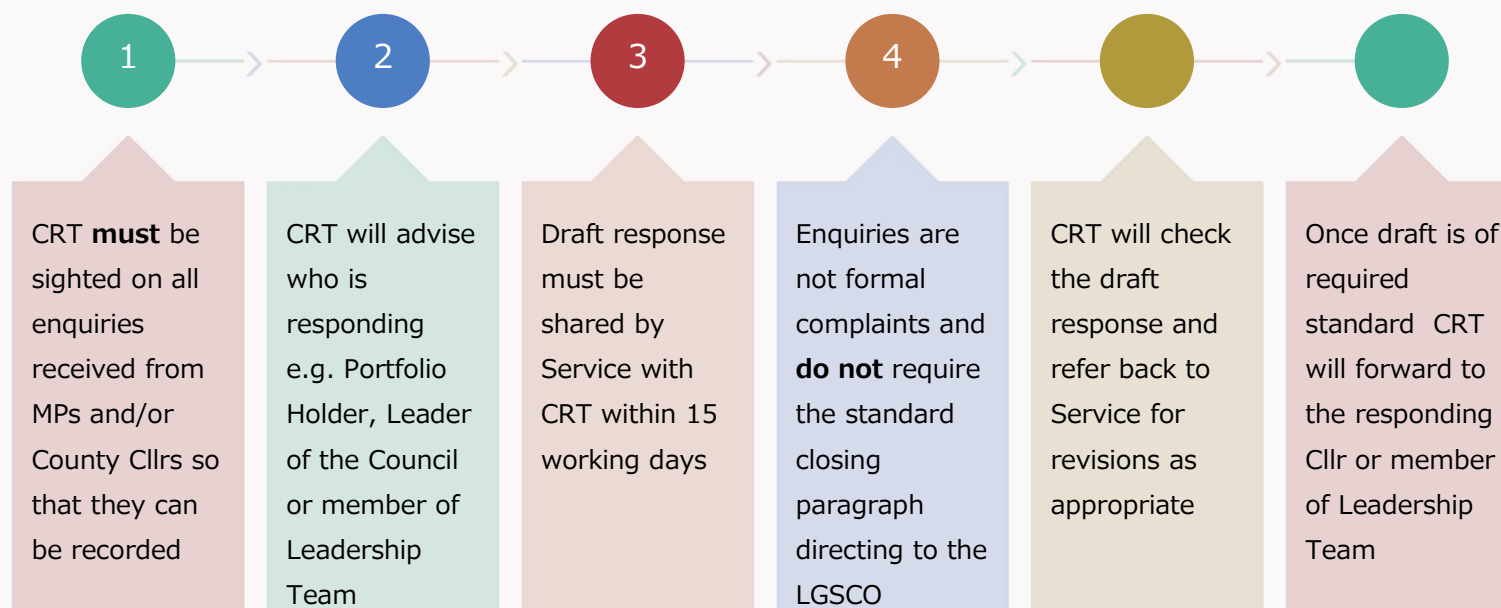
When the LGSCO finds evidence of systemic failure and/or significant injustice arising from a complaint they may issue a Public Report

Public Reports are presented at Cabinet

Director provides comment on service actions/improvements to ensure similar fault and injustice does not arise in the future

Public Reports attract significant reputational and financial risk for the Council

Enquiries from Cllrs and MPs



Themes

Underlying Root Causes

- **Lack of Accountability**
- **Poor standards of communication**

Continuously chasing for updates

Delay in EHCNA,EHCP and AR processes

Delay in H2STA applications and delivery

No flexibility in Direct payments/Personalised Budgets

Child missing education

Child not at the Centre /Silo working

Carers Assessments

Contact Us - Customers

Record

Customers can record their own complaints on line via this link Children's social care, education and SEND complaints

[Surrey County Council](https://www.surreycc.gov.uk)
([surreycc.gov.uk](https://www.surreycc.gov.uk))

Call

Customers can call the Customer Relations Team on 01483 519095

Email

Customers can email the Customer Relations Team at <mailto:Be.heard@surreycc.gov.uk>

Record

Customers can record their complaints with the LGSCO via this link Home - [Local Government and Social Care Ombudsman](#)

Contact Us

Education Services and H2STA



Contact Us Childrens Services





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