

Your Complaint: Step by Step



Your complaint can be made via online form, phone, in writing direct to team manager or social worker who sends on to team manager. The complaint is logged onto I-Casework

Can the Team Manager resolve this by phone within 24 hours?



Yes: Complaint Resolved

No: Stage 1 Begins

Team Manager to respond in 15 working days

Has the complaint been resolved at Stage 1?



Yes: Complaint Resolved

No: Stage 2 Begins

Senior Manager to respond in 10 working days

Has the complaint been resolved at Stage 2?



Yes: Complaint Resolved

No: Panel Involvement

Stage review panel to be held within 28 days made up of 3 independent people. Panel produces a written report of findings and AD must respond within 15 days

Has the complaint been resolved at Stage 3?



Yes: Complaint Resolved

No: Local Government Ombudsman