

Getting the Best from Complaints

Consultation on Changes to
the Social Services Complaints
Procedures for Children, Young
People and Other People
making a Complaint

PHOTO REDACTED DUE TO THIRD PARTY RIGHTS
OR OTHER LEGAL ISSUES

PHOTO REDACTED DUE TO THIRD PARTY RIGHTS OR OTHER LEGAL
ISSUES

Consultation
Response Form

Change for Children – Every Child Matters

The information you send to us may need to be passed to colleagues within the Department for Education and Skills and/or published in a summary of responses received in response to this consultation. We will assume that you are content for us to do this, and that if you are replying by e-mail, your consent overrides any confidentiality disclaimer that is generated by your organisation's IT system, unless you specifically include a request to the contrary in the main text of your submission to us.

The Working Group may, in accordance with the Code of Practice on Access to Government Information, make available on public request, individual consultation responses. This will extend to your comments unless you inform us that you wish them to remain confidential.

Please insert 'X' if you want us to keep your response confidential

Name

Organisation (if applicable)

Address

Please insert 'X' in **one** of the following boxes that best describes you as a respondent.

Local Authority Director

Local Authority Complaints Officer

Children's Voluntary Organisation

Independent Service Provider

Advocacy Organisation

NHS Organisation

Child or Young Person

Other (please specify)

Question 1

Do you agree with the extension of functions which may be the subject of a complaint as set out in paragraph 2.2.1?

Agree

Disagree

Not Sure

Comments:

Question 2

Do you agree with the proposed functions on adoption services as set out in paragraph 2.2.3?

Agree

Disagree

Not Sure

Comments:

Question 3

Is the guidance clear about arrangements for making children and young people aware of complaints procedures?

Yes

No

Not Sure

Comments:

Question 4

Is the guidance clear about the role and responsibilities of the Complaints Manager or equivalent officer?

Yes

No

Not Sure

Comments:

Question 5

Do you think that 10 working days is sufficient for the initial attempt to resolve representations?

Yes

No

Not Sure

Comments:

Question 6

Do you agree with the role of the Independent Person in the formal investigation stage?

Agree

Disagree

Not Sure

Comments:

Question 7

Do you agree with the timescales for formal investigation, in particular:

a) the time limit of 15 working days for this part of the procedure?

Agree Disagree Not Sure

b) the proposed 2-month extension from when the complaint was made?

Agree Disagree Not Sure

Comments:

Question 8

Is the guidance clear about the one year time limit for representations and complaints?

Yes No Not Sure

Comments:

Question 9

Does the guidance make clear the role of CSCI and its relationship to the local authority complaints function?

Yes

No

Not Sure

Comments:

Question 10

Do you agree with the new two stage procedure as outlined in sections 5 and 6?

Agree

Disagree

Not Sure

Comments:

Question 11

Are the arrangements for recording and monitoring the complaints procedure clear?

Yes

No

Not Sure

Comments:

Question 12

Do you think the guidance is clear on complaints handling and child protection?

Yes

No

Not Sure

Comments:

Question 13

Is this guidance clear and easy to read?

Yes

No

Not Sure

Comments:

Thank you for taking the time to let us have your views. We do not intend to acknowledge individual responses unless you tick the box below.

Please acknowledge this reply

Code of Practice on Consultation

All UK national public consultations are required to conform to the following standards:

1. Consult widely throughout the process, allowing a minimum of 12 weeks for written consultation at least once during the development of the policy.
2. Be clear about what your proposals are, who may be affected, what questions are being asked and the timescale for responses.
3. Ensure that your consultation is clear, concise and widely accessible.
4. Give feedback regarding the responses received and how the consultation process influenced the policy.
5. Monitor your department's effectiveness at consultation, including through the use of a designated consultation co-ordinator.
6. Ensure your consultation follows better regulation best practice, including carrying out a Regulatory Impact Assessment if appropriate.

Completed questionnaires and other responses should be sent by **21 January 2005**, either by e-mail or to the postal address shown below.

Responses and comments can be sent via e-mail to: complaints.consultation@dfes.gsi.gov.uk

Send by post to: Children's Complaints Consultation, Participation Team, Department for Education and Skills, 2U Sanctuary Buildings, Great Smith Street, London, SW1P 3BT.

Responses can also be made via the DfES e-consultation website at www.dfes.gov.uk/consultations.

Copies of this publication can be obtained from:

www.dfes.gov.uk/consultations

Email: complaints.consultation@dfes.gsi.gov.uk

Ref: DfE – 1035 – 2004

© Crown copyright 2004

Produced by the Department for Education and Skills

Extracts from this document may be reproduced for non-commercial education or training purposes on the condition that the source is acknowledged.