

## Children's Complaints – Referral & Follow Up Action

**SM = Service Manager**  
**PA = Personal Assistant**  
**HoS = Head of Service**

ACTION	TIMNG	COPY IN
New Referral	N/A	SM / PA
1 <sup>ST</sup> Reminder	5 WDs before due date	SM / PA
2 <sup>ND</sup> Reminder	3 WDs days before due date	SM / PA / HoS
Due Date Reminder	Due date	SM / PA / HoS
1 <sup>ST</sup> Overdue Reminder	3 WDs days after due date	SM / PA / HoS
2 <sup>ND</sup> Overdue Reminder	6 WDs days after due date	SM / PA / HoS
3 <sup>RD</sup> Overdue Reminder	9 WDs days after due date	SM / PA / HoS
4 <sup>TH</sup> Overdue Reminder	12 WDs days after due date	SM / PA / HoS / Interim Director of Childrens Services

## Children's Complaints – Referral & Follow UP Emails

ACTION	STANDARD EMAIL
New Referral	<p><b>Subject: Complaint Ref (number) re/from (name) – Due date (date)</b></p> <p>(Name),</p> <p><b><u>If this is not appropriate for you to respond please inform us as soon as possible</u></b></p> <p>Please see attached complaint from (name etc) regarding (details).            Can you please investigate the issues raised and send your response by (date).            Please send a copy of your response together with the completed Monitoring and Learning Form attached to the complaints mailbox – <a href="mailto:complaints.socialcare@dudley.gov.uk">complaints.socialcare@dudley.gov.uk</a>,</p> <p><b>PLEASE NOTE: An explanation will be required if the response due date is exceeded.            Data concerning response times is shared with senior managers and presented to Scrutiny Committee, Members have specifically requested information regarding overdue complaints and the reasons for this.</b></p>
1 <sup>ST</sup> & 2 <sup>ND</sup> Reminder	<p>((Name),</p> <p>Please note that the deadline for responding to this complaint is due on (date) Can you please advise us of your current progress and confirm if you will be able to complete response by the due date.</p> <p><b>PLEASE NOTE: An explanation will be required if the response due date is exceeded.</b></p>
Due Date Reminder	<p>(Name),</p> <p>Please note that the deadline for responding to this complaint is now due. Can you please send us a copy or your response or update us on your current progress.</p> <p><b><u>If more time is required you are advised to contact the complainant to agree a suitable timeframe for response.</u></b> Please inform the Complaints Team if a later response date has been agreed.</p> <p><b>PLEASE NOTE: An explanation will be required if the response due date is exceeded.</b></p>
1 <sup>ST</sup> Overdue Reminder	<p>(Name)</p> <p>Can you please update us on your current progress and when a response will be completed.</p> <p><b>PLEASE NOTE: As this response is now overdue you will be required to provide an explanation for the delay.            Data concerning response times is shared with senior managers and presented to Scrutiny Committee, Members have specifically requested information regarding overdue complaints and the reasons for this.</b></p>
2 <sup>ND</sup> Overdue Reminder	
3 <sup>RD</sup> Overdue Reminder	
4 <sup>TH</sup> Overdue Reminder	

## Children's Complaints – Action After Response

ACTION	STANDARD EMAIL
<p>Response Received: Reason for Delay Requested</p>	<p>(Name),</p> <p>Thank you for completing the response to this complaint,. As this response was completed after the due date / agreed extension you are required to provide an explanation for the delay.</p> <p><b>Please note that data concerning response times is shared with senior managers and presented to Scrutiny Committee, Members have specifically requested information regarding overdue complaints and the reasons for this.</b></p> <p>Please state the reason for delay, and additional information, under one or more of the following –</p> <ol style="list-style-type: none"> <li>1. Complex case.</li> <li>2. Multiple Teams involved</li> <li>3. Staff absence</li> <li>4. Other urgent work</li> <li>5. Other, specify</li> </ol> <p>Reason number – Additional information about delay -</p> <p><b>Action Required On M3 Complaints Management System:</b></p> <p>Add Z045 Action Code with user COMP. When a response is received amend the Z045 to one of the following and enter any additional comments provided</p> <ol style="list-style-type: none"> <li>1. Z040      Complex case</li> <li>2. Z041      Multiple Teams</li> <li>3. Z042      Staff absence</li> <li>4. Z043      Other urgent work</li> <li>5. Z044      Other, specify</li> </ol>
<p>No Reason for Delay Received: Email to Senior Manager</p>	<p>Details of these cases are obtained from the standard report devised that is run periodically.</p> <p>(Name),</p> <p>The above complaint has been completed but a reason for the delay has not been received.</p> <p>As this response was completed after the due date / agreed extension you are asked to investigate and provide an explanation for the delay.</p>

**Please note that data concerning response times is shared with senior managers and presented to Scrutiny Committee, Members have specifically requested information regarding overdue complaints and the reasons for this.**

Please state the reason for delay, and additional information, under one or more of the following –

1. Complex case.
2. Multiple Teams involved
3. Staff absence
4. Other urgent work
5. Other, specify

Reason number –

Additional information about delay -

**Action Required On M3 Complaints Management System:**

Add Z045 Action Code with user COMP.

When a response is received amend the Z045 to one of the following and enter any additional comments provided

1. Z040      Complex case
2. Z041      Multiple Teams
3. Z042      Staff absence
4. Z043      Other urgent work
5. Z044      Other, specify