## PROCEDURE FOR CHILDREN ACT 1989 COMPLAINTS

## Stage 1 – Local Resolution

Complainant brings concerns to the attention of the person providing the services locally. The local authority should consider mediation and conflict resolution at this stage and at all other stages. The local authority should make an initial attempt to resolve matters within 10 working days (unless an extension is agreed.)

If not resolved – or if there is agreement for investigation

## Stage 2 – Investigation

The local authority should provide an investigation that produces a report and an adjudication within 25 working days (or within the extended period of 65 working days).

↓ If not resolved

## Stage 3 – Review Panel

A panel of 3 independent people should meet to consider the complaint and produce recommendations.

↓ If not resolved

Referral to Local Government Ombudsman (note that complainant can approach the Local Government Ombudsman at any stage).