

**Adult Social Care Complaint No:**

**Confidential**

**Complainant**

*Name of complainant*

**Service User**

*Name of service user if different*

**Advocate**

*Name (where applicable)*

**Investigating Officer**

*Name and job title*

**Independent Person**

*Name (where applicable)*

**Legislation**

The Local Authority Social Services and National Health Service Complaints (England) Regulations 2009

*and any other relevant legislation/documents that you have referred to*

**Statement Regarding this Report**

This report is written for East Riding of Yorkshire Council and can only be released to any other party with the permission of the Director of adults, health and customer services.

**Progress of Complaint**

Allocation of complaint:

Visit to client:

Adjudication meeting:

**Nature of Complaint/s**

*This is a list of the complaints agreed*

**Desired Outcome**

*What is it the complainant wants?*

**Background Information**

*Relevant history / details of ASC involvement etc*

**Investigation Process**

*Chronology / steps of investigation*

*Dates and details of those interviewed, including their roles. Outline any decisions made, e.g. to interview a child or decision not to, and comment on any key people that were not seen, and the reasons for this.*

*Include information about files and other records seen (indicate if some files could not be seen for any reason).*

*Comment on any delays that may have arisen.*

**Investigation Findings**

*In bold, list each complaint individually from your list above. If the complaints are particularly long, embolden the numbers instead, e.g.* ***Complaint 1****,* ***Complaint 2*** *etc. Then state your findings and response to the complaint.*

*Each separate complaint should clearly include:*

1. *the complaint being considered*
2. *the relevant facts*
3. *information from the complainant, staff and any other parties*
4. *information from the case files*
5. *your evaluation of the complaint and conclusions*

*At the end of each complaint,* ***in bold****, state "****complaint upheld****" or "****not upheld****" as appropriate. You may also need to use “****partially upheld****” or “****no finding****” occasionally – these should be avoided if at all possible, but where you have no choice a full explanation in needed to evidence why you were not able to* ***uphold or not uphold****.*

**Summary of Findings**

Complaint 1      *Upheld / Not upheld*

Complaint 2

**Desired Outcomes**

*State each of the complainant’s Desired Outcomes and respond with your view as to whether these have been met by your investigation, or should be met by the local authority in response to your report.*

**Recommendations**

*Outline ways in which resolution to the complaints may be found, referring to the Desired Outcomes above. Offer other recommendations for the local authority to consider as appropriate.*

*Include anything that needs addressing from the complaint – regardless if complaints are upheld or not*

**Sign and Date the report**

*Do you need to write a separate management report? Did your investigation highlight issues that need resolving that are not appropriate to be shared with the complainant?*

**\*NOTES FOR INVESTIGATING OFFICERS ONLY. PLEASE DELETE THIS BEFORE SUBMITTING YOUR REPORT.**

**Draft Report Layout**

**Investigating Officers should use the following layout for organising their reports.**

**Dos and Don’ts**

1. **Do give as much detail as needed to reflect your investigation, but please be as succinct as possible**
2. **Do demonstrate your conclusions and recommendations with sufficient evidence to support what you say**
3. **Don’t include unnecessary personal information about people (including addresses)**
4. **Don’t include copies of notes from the file. Files should be quoted as needed in the report**
5. **Don’t include notes of interviews with staff. These also should be cited as relevant.**
6. **Don’t express unnecessary or unsupported opinions**

**Please note that this list is not exhaustive.**