

STAGES OF THE COUNCIL'S COMPLAINTS PROCEDURES

Corporate

Stage 1

Investigation by relevant service



Stage 2

Review & Appeal investigation by Performance & Improvement Division



Stage 3

Members Panel from Corporate Services PPB



Local Government Ombudsman

Adult Social Care

Stage 1

Informal investigation by relevant service



Stage 2

Investigation by independent person (internal or external)



Local Government Ombudsman

Children & Young People

Stage 1

Investigation by relevant service



Stage 2

Investigation by independent person from relevant service.



Stage 3

Review Panel consisting of three independent people.



Local Government Ombudsman