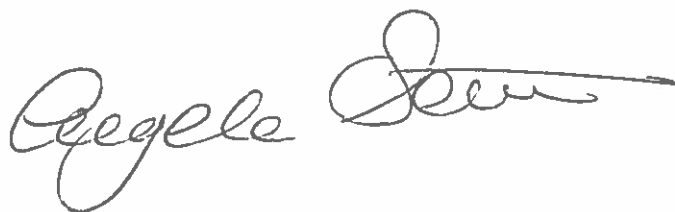


Social Work Model Complaints Handling Procedure
Compliance statement and self-assessment

SECTION 1 – Statement from Chief Executive of Aberdeen City Council

	Please tick
Aberdeen City Council has adopted the SW Model CHP and has introduced the CHP across all social work services from 1 April 2017. It also confirms the relevant public-facing CHP does not make any reference to the exclusion of social work services from 1 April 2017.	X
Aberdeen City Council will adopt the SW Model CHP and will introduce the CHP across all social work services from 1 April 2017. It will also confirm the relevant public-facing CHP will not make any reference to the exclusion of social work services from 1 April 2017.	

Signed:



Print Name: Angela Scott

Date: 29 March 2017

SECTION 2 – Aberdeen City Council's self-assessment of compliance

Requirement of CHP	Met Yes/No	Comment
Does the CHP adopt the text and layout of the published model CHP, subject to necessary amendments, to reflect, for example, the organisational structure, operational processes and corporate style?	Yes	
Does the customer-facing CHP adopt the text and layout of the published LA or NHS model customer-facing CHP, subject to necessary amendments?	Yes	
Does the CHP include an appropriate foreword from Aberdeen City Council's Chief Executive/ Officer?	Yes	
Does the CHP provide the agreed definition of a complaint?	Yes	
Does the CHP explain the types of issue which may be considered as a complaint?	Yes	
Does the CHP explain the types of issue which may not be considered through the CHP?	Yes	
Does the CHP clarify who can make a complaint?	Yes	
Does the CHP include appropriate guidance on handling anonymous complaints?	Yes	

Requirement of CHP	Met Yes/No	Comment
Does the CHP provide guidance in respect of circumstances where the person raising the issue does not want to complain?	Yes	
Does the CHP refer to supporting the person making the complaint?	Yes	
Does the CHP include a description of the requirement to handle internal appeals in line with the CHP timescales and requirements?	Yes	
Does the CHP cover complaints involving more than one service or organisation?	Yes	
Does the CHP include information about complaints about commissioned services?	Yes	
Does the CHP include information about social care complaints?	Yes	
Does the CHP include information about issues that should be signposted to other agencies?	Yes	
Does the CHP include a description of the frontline resolution stage of the procedure?	Yes	
Does the CHP explain how a person may make a complaint?	Yes	
Does the CHP explain the issues to be considered on receipt of a complaint?	Yes	

Requirement of CHP	Met Yes/No	Comment
Does the CHP include the correct timeline at frontline resolution?	Yes	
Does the CHP explain the exceptional basis for an extension to the timeline at frontline resolution?	Yes	
Does the CHP explain the action to take in closing the complaint at the frontline resolution stage?	Yes	
Does the CHP explain when to escalate a complaint to the investigation stage?	Yes	
Does the CHP include a description of the investigation stage of the procedure?	Yes	
Does the CHP explain what to do when a complaint is received at the investigation stage?	Yes	
Does the CHP include reference to making contact with the person making the complaint at the start of the investigation?	Yes	
Does the CHP explain the requirement to acknowledge the complaint within three working days at the investigation stage?	Yes	
Does the CHP explain the requirement to provide a full	Yes	

Requirement of CHP	Met Yes/No	Comment
response to complaints within 20 working days at the investigation stage? Yes		
Does the CHP explain the basis for an extension to the timeline at the investigation stage?	Yes	
Does the CHP provide information on what to do if alternative approaches are being explored to achieve resolution, such as mediation?	Yes	
Does the CHP explain the required action when closing the complaint at the investigation stage?	Yes	
Does the CHP explain the requirement to provide information about the SPSO at the conclusion of the investigation?	Yes	
Does the CHP explain the roles and responsibilities of all staff involved in complaints handling?	Yes	
Does the CHP cover complaints about senior staff?	Yes	
Does the CHP include the requirement to record all appropriate details in relation to the complaint?	Yes	
Does the CHP commit to reporting complaints as is documented in the model CHP?	Yes	

Requirement of CHP	Met Yes/No	Comment
Does the CHP include the requirement for senior management to review the information gathered from complaints regularly, and consider how services could be improved or internal policies and procedures updated?	Yes	
Does the CHP include the requirement to learn from complaints?	Yes	
Does the CHP include the requirement to publish performance in handling complaints?	Yes	
Does the CHP refer to legal requirements in relation to confidentiality issues?	Yes	
Does the CHP refer to dealing with unacceptable behaviour?	Yes	
Does the CHP set a time limit of six months to consider the complaint, unless there are special circumstances for considering complaints beyond this time?	Yes	

Please provide a web link to your CHP, if available:

[http://www.aberdeencity.gov.uk/social_care_health/social_work/men SW Comments.asp](http://www.aberdeencity.gov.uk/social_care_health/social_work/men_SW_Comments.asp)

