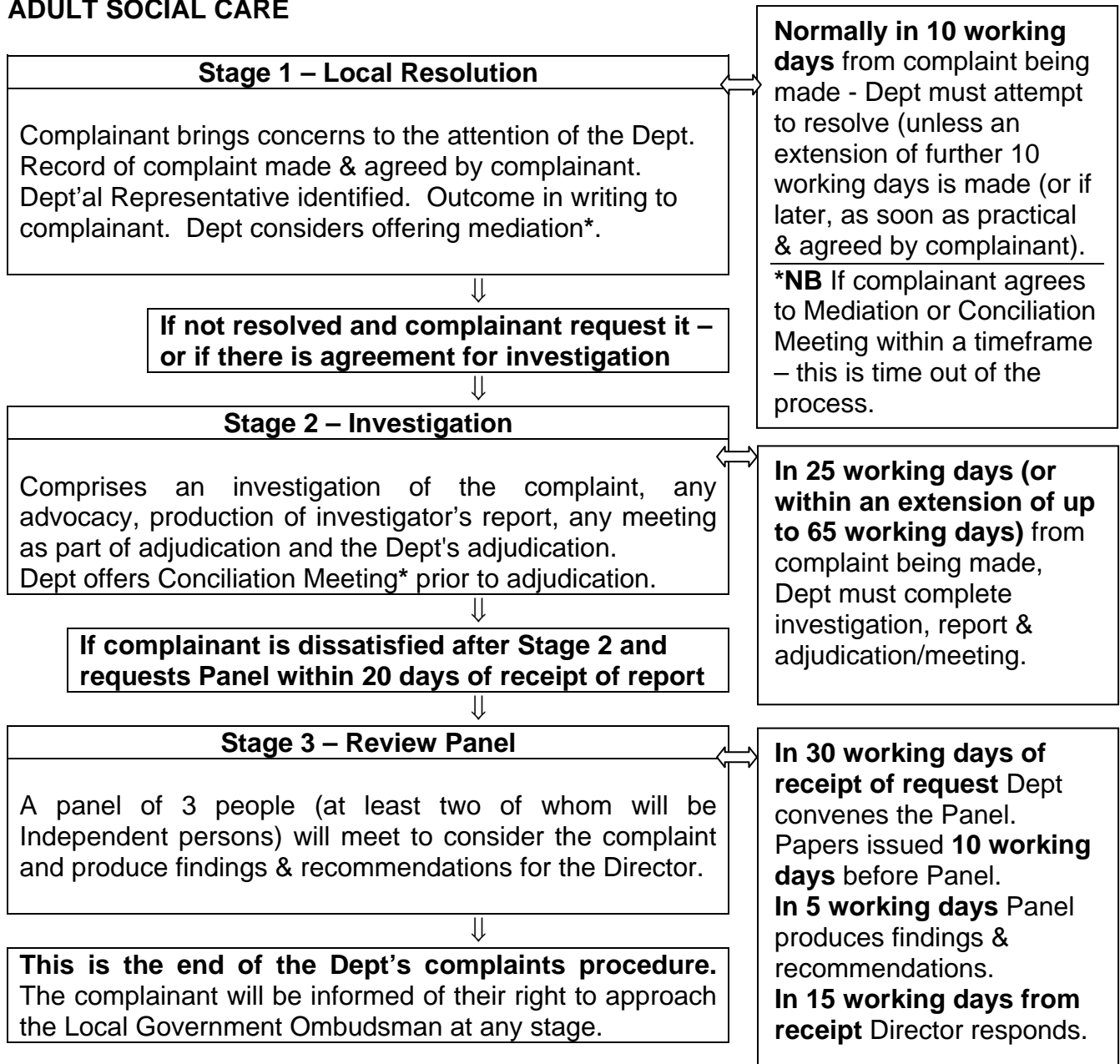


Comments, Complaints & Compliments

ADULT SOCIAL CARE



Where an eligible complaint is made:

- most complaints will be dealt with at Stage 1 as close to the point of service as possible
- the complainant is entitled to ask for their complaint to be dealt with directly at Stage 2
- the Complaints Manager can decide to move a complaint to Stage 2 if aspects of the complaint warrant this e.g. seriousness or complexity
- **the complainant is entitled to pursue their complaint through the Stages (there may be some exceptions where complaints involve other organisations or their procedures).**