

	Action/Date
Title/Status-	Issues & Concerns Process
New document or revised	Revised
Responsible Head of Service	Liz Perfect
Date review	July 2020
Date SMT approved.	

Issues and Concerns Process

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1. If a Social Worker, Independent Reviewing Officer, Provider, Case Worker professional, Young Person or parent have any issues with a placement they should complete an "Issues and concerns Reporting Form" and send this back to the Family Placements generic inbox.
2. These will be forward to the Quality Assurance and Auditing Officer who will take a lead in contacting the provider to raise the reported concern; this discussion will start the issues and concerns process. It may be appropriate for the concern to be dealt with virtually. However, there will be instances when further investigation needs to take place and a meeting with relevant parties, including the provider, will need to be set up.
3. If a meeting is not needed the response from the provider will be sent to the person making the complaint asking if they are satisfied with the response. If not, further discussions will take place and a plan of action will be identified.
4. A response for any concern received should be returned within 10 working days.
5. Concerns will be logged on the issues and concerns tracker to ensure any issues raised have been responded to and all actions have been completed. This log of concerns can form an ongoing record that can feed into the quality monitoring of provisions.
6. The Placement & Commissioning Officer will check the issues and concerns tracker prior to monitoring a provision to check if they need to explore an area of concern in more detail.
7. If an area of concern is deemed to be serious and the provider has not responded accordingly the Quality Assurer and Auditing Officer and Team Manager may decide to put the provider/carer on hold and they will be placed on the "place with caution" database.

If a provider/carer is placed on the “place with caution” database and this is the only placement available, or the social worker has requested this provider/carer to be considered the Placement & Commissioning Officer will inform the placing social worker will be fully informed as to why this provider/carer is on the place with caution database and they must seek approval from their Service Manager to place.

