|  |  |  |
| --- | --- | --- |
|  | Childrens Service  Shropshire Council  Mount McKinley  Shrewsbury Business Park  Shropshire  SY2 6FG | |
| Date:  Complaint Ref: |  | |

Dear

Complaint:

I write regarding to your complaint received by Shropshire Councils Feedback and Insight Team. I have investigated your complaint in line with Shropshire Councils Corporate Complaints Procedure and I wish to report back on the issues raised and my findings.

**Background to Complaint**

**My understanding of your complaint is;**

**In considering the issues I have;**

• (put in detail of investigation e.g. read records or interviewed staff)

**My Findings;**

**Conclusion;**

(Always good to give an overall conclusion especially if you haven’t made clear in the response whether you are upholding the complaint)

I would like to take this opportunity to thank you for taking the time and effort to draw these issues to our attention. We are committed to learning from complaints and improving the services that we provide. I hope you feel that the issues you have raised in your complaint have been fully addressed.

If your complaint has been Fully Upheld, we hope that you are satisfied with the outcome. However if you remain dissatisfied with any aspect of your complaint response please contact the complaints team and they will discuss with you how best to address your outstanding concerns. It may be considered that  a further stage 1 response is required, this request will be reviewed  by the Complaints Monitoring Officer or where you consider that your complaint has been inadequately dealt with, there may be an option to request a stage 2 review.

However if you are dissatisfied with this response to your complaint, and wish to escalate your complaint to Stage 2 (Final Stage) you may write, giving your reasons and indicating a desired outcome to

The Complaints Monitoring Officer,

c/o, Feedback and Insight Team,

Shirehall,

Abbey Foregate,

Shrewsbury,

SY2 6ND,

or email [CustomerFeedback@shropshire.gov.uk](mailto:CustomerFeedback@shropshire.gov.uk)

Escalation to Stage 2 is not a reinvestigation of the complaint, but a review. The review will focus on understanding continuing concerns and consider whether the Councils response was reasonable, proportionate and robust.

Once your request for stage 2 is received the customer feedback team will share your request with the Complaints Monitoring Officer. The Complaints Monitoring Officer will consider the request and determine if a review is appropriate. However, if it is considered there are no suitable grounds for escalating to Stage 2 you will receive written confirmation detailing the reasons why your request has been declined. If the request is accepted you will be provided with a timeframe in which you will receive your stage 2 response.

This request must be made within 20 working days from the date of this letter.

You may also contact the Ombudsman about your complaint at any point, although they would normally expect your complaint to have been considered through all stages of the Council’s complaints process before they accept your complaint. Their contact details are:

Local Government & Social Care Ombudsman,

PO Box 4771,

COVENTRY,

West Midlands,

CV4 0EH,

Tel: 0300 061 0614

Website details www.lgo.org.uk

Yours sincerely

Name

Designation