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| --- | --- | --- |
| **Name**  **Address** | Our Ref: |  |
| Your Ref: |  |
| Contact: |  |
| Direct Line: | (01670) |
| Email: | @northumberland.gov.uk |

Thursday, 25 July 2019

Dear

I am writing in response to the complaint you raised at stage one of the Children’s Social Care Complaint process on [DATE].

You complained that ……. [write out a **summary** of the complaint or use the complainant’s own words from the complaint statement if you feel this would be more relevant]: and in order to investigate this/these issues I have [insert information regarding how you have investigated, ie interviewed staff, spoken with complainant, checked case records, considered council policy and legislation (state which legislation/policies), sought legal advice, etc]

I will now address your points of complaint and advise what my investigation has established:

* [Write out bullet points from complaint statement, advising what has been found and whether you uphold, do not uphold, partially uphold the point of complaint and why under each point. Include apologies where relevant and also, where appropriate some idea of actions taken or already taken to resolve the issues.]

[If relevant/appropriate, provide a short summary/general statement here after addressing the whole complaint and if the complainant has stated their desired outcome, comment on whether/how the complaint contributes towards this. It may also be that the complaint has contributed to organisational learning/practice and it would be good feedback to the complainant if this could be acknowledged ... thank them for raising awareness of the issue]

I do hope that this response has addressed your points of complaint in full and has resolved your complaint satisfactorily. However if you do not feel that that this is the case and you remain dissatisfied, please do not hesitate to either contact me direct to discuss this further to see if we can achieve further resolution in this matter; or, alternatively, you can contact the Client Relations Team on 01670 628888 or via email clientrelations@northumberland.gov.uk, who will be able to provide you with advice and guidance about how to take your concerns forward and how the Council can assist further.

Alternatively, you can at any stage refer your concerns to the Local Government and Social Care Ombudsman, further details of which can be found via their website at [www.lgo.org.uk](http://www.lgo.org.uk).

It would be appreciated if you could contact the Council within the next 20 working days to raise any further concerns/dissatisfaction to ensure momentum in attempts to resolve the complaint are not lost. If there is no contact from yourself by [insert date of 20 working days] it will be assumed that you do not wish to proceed with your complaint and the matter will be closed.

I would end by thanking you for bringing this matter to the Council’s attention. All feedback from service users is welcomed and assists with the Council’s aim for service improvement.

Yours sincerely

**Investigating Officer Name**

**and Job Title**