

**Complaints Policy**

**Introduction**

The overarching purpose of the East Sussex Safeguarding Adults Board (SAB)is to help and safeguard adults with care and support needs. We do this this by:

* assuring ourselves that local safeguarding arrangements are in place as defined by the Care Act 2014 and statutory guidance
* assuring ourselves that safeguarding practice is person-centred and outcome-focused
* working collaboratively to prevent abuse and neglect where possible
* ensuring agencies and individuals give timely and proportionate responses when abuse or neglect have occurred
* assuring ourselves that safeguarding practice is continuously improving and enhancing the quality of life of adults in East Sussex.

The SAB has three core duties. We must:

1. develop and publish a [strategic plan](https://www.eastsussexsab.org.uk/documents/sab-strategic-plan-2021-2024/) setting out how we will meet our objectives and how our member and partner agencies will contribute
2. publish an [annual report](https://www.eastsussexsab.org.uk/documents/annual-reports/) detailing how effective our work has been
3. commission safeguarding adult’s reviews (SARs) for any cases which meet the criteria for these.

**Who is the complaints policy for?**

This policy is for members of the public who have a complaint in relation to any of the three core duties which the SAB is responsible for – these are listed above .

For agencies and professionals the [Sussex Safeguarding Adults Escalation and Resolution Protocol](https://www.bhsab.org.uk/wp-content/uploads/sites/2/2021/09/Pan-Sussex-SAB-Escalation-Resolution-Protocol-1.pdf) provides a process for resolving disagreements between agencies or professionals in relation to adult safeguarding.

If a complaint relates to a service or function provided by a partner agency in line with their statutory obligations (e.g., how a s42 enquiry was conducted) that it would be for the relevant agency to address this through their own organisation’s complaints process and thereafter to the relevant ombudsman or independent regulatory body (e.g., Local Government Ombudsman, (LGO) Parliamentary and Health Service Ombudsman or the Independent Office for Police Conduct).

The complaint process comprises of three stages:

**STAGE 1**

**Complaints to the East Sussex Safeguarding Adults Board**

The Independent Chair’s role is confined to complaints regarding Safeguarding Adults Board (SAB) functions only.

Comments or representations in relation to the policy or guidance set by the Safeguarding Adults Board can be made to the Independent Chair of the Board. The chair will update the person who has made the representation in relation to the actions to be taken within 20 days.

Complaints regarding the operation of the Safeguarding Adults Board should be addressed initially to the Safeguarding Adults Board Manager who will investigate and attempt to reach a satisfactory resolution with the complainant.

If a satisfactory resolution is not achieved the complaint will be investigated by the Independent Chair of the Board.

If the complaint is not resolved the complaint will be raised with East Sussex County Council as per Stage 2

**STAGE 2**

**Complaints process to East Sussex County Council**

East Sussex County Council is responsible for the East Sussex SAB and if there is a complaint in relation to the SAB this should be made to East Sussex County Council. East Sussex Council will acknowledge your complaint within three working days and will send you a response within 20 working days.

Further details about making a complaints can be found on [Our complaints process and policy | East Sussex County Council](https://www.eastsussex.gov.uk/contactus/complaints/complaints-process-policy) alternatively , the hyperlink below can be used to make a complaint to East Sussex Council

[Making a complaint | East Sussex County Council](https://www.eastsussex.gov.uk/social-care/getting-help-from-us/asc-complaints-feedback)

If the complainant is not satisfied with the outcome of the complaint, they can contact the Local Government Ombudsman (LGO).

Examples of complaints and whether the LGO can investigate can be found in the [LGO Casework Guidance Statement 2015](file:///\\esuser\Userdata\LucySp\Downloads\LGO%20Casework%20Guidance%20Statement%20SABs%20Apr%202015.pdf)

**STAGE 3**

**Complaints to the Local Government and Social Care Ombudsman**

The Local Government & Social Care Ombudsman make decisions on complaints about councils or adult care providers in England.

They can investigate individual complaints about councils, all adult social care providers (including care homes and home care agencies) and some other public service organisations. If they decide to investigate, they look at whether organisations have made decisions the right way. Further details on the role the ombudsman and how to complain can be found by using the hyperlink below.

[How to Complain - Local Government and Social Care Ombudsman](https://www.lgo.org.uk/how-to-complain)

**CONTACT DETAILS**

To email the SAB Manager or the Chair of the Safeguarding Adults Board email [ESSAB.Contact@eastsussex.gov.uk](mailto:ESSAB.Contact@eastsussex.gov.uk)