**Social Worker Gary**

Complaints Procedure

**Our complaints statement**

We are committed to providing all our clients with the best high-quality independent social work services we can. When something goes wrong, we need you to tell us about it. This will help us to improve our standards and make right any wrongs.

**Our procedure**

If you have a complaint, please contact us with the details. We have up to eight weeks to consider your complaint but often will deal with this sooner.

If we have not resolved it within this time, you may complain to Social Work England or Social Care Wales (the regulatory body for Social Workers in England / Social Workers in Wales).

**What happens next?**

1. We will send you a letter acknowledging receipt of your complaint within three working days of receiving it, enclosing a copy of this procedure.
2. We will then investigate your complaint. This will usually involve passing your complaint to either Ms Sarah McCully or Mr Gary Spencer-Humphrey, our managing directors who will investigate and review your complaint. Mr Spencer-Humphrey will act as the Investigating Officer for cases against Ms McCully and Ms McCully will act as the Investigating Officer for cases against Mr Spencer-Humphrey.
3. The Investigating Officer will then telephone or write to you to discuss and hopefully resolve your complaint. They will aim to do this within 14 days of sending you the acknowledgement letter. If the investigation will take longer, we shall let you know within the 14 days and the reason why.
4. The Investigating Officer will offer to meet with you in person and follow up this meeting and the outcome of the investigation within 5 working days. If you do not want a meeting or it is not possible, the Investigating Officer will send you a detailed written reply to your complaint, including his suggestions for resolving the matter, within 21 days of sending you the acknowledgement letter.

If you are still not satisfied, you can then contact either Social Work England or Social Care Wales who will independently consider your case:

**Social Work England Social Care Wales**

1 North Bank South Gate House

Sheffield Wood Street

S3 8JY Cardiff

CF10 1EW