

## Safeguarding Vulnerable Adults Procedure and the Complaints Process

### Briefing Note & Flow Chart

#### **Issued to: Heads of Service, Team Leaders, Team Managers, Operational Managers, Safeguarding Vulnerable Adults Co-ordinators and AMTs**

A recent Inspection report has highlighted the need to ensure staff are fully aware of the link between safeguarding arrangements and the complaint's process when a complaint is received that raises issues about people being at risk of harm and abuse.

It is necessary for the Safeguarding Vulnerable Adults procedure to take priority over the Complaints process however it is important that a quality assurance process is in place to check whether the complainant was satisfied that their concerns have been resolved or whether they wish to pursue the complaint.

There are occasions when the safeguarding concerns are only part of the complaint and in these situations it would be necessary for the issues of complaint that have no connection to the safeguarding concern to be handled through the usual complaint route. The complainant would need to be informed by the Customer Care Team which parts of the complaint would be addressed in this way and which parts would follow the safeguarding route.

The following course of action should be taken when all the complaint issues are of a safeguarding nature:-

1. The complaint should be passed to the respective Area Customer Care Team for logging on the Respond database and for acknowledgement.
2. The Customer Care Team to discuss the case with the relevant Locality Duty Officer/Senior to establish whether the Safeguarding Vulnerable Adults (SVA) procedure is appropriate.
3. The Customer Care Team to forward the complaint/alert to the Locality Duty email box with a request for a Designated Senior Officer (DSO) to be identified.
4. The Customer Care Team to write to the complainant to inform them that their concern will be dealt with under the multi agency SVA procedure initially and provide a contact.
5. The Customer Care Team to liaise with the DSO for the case or SVA Co-ordinator, to monitor the progress of the investigation.
6. DSO to contact Customer Care Team for a discussion at the end of the process to confirm closure and outcome. DSO to confirm discussion in email to Customer Care Team.
7. The Customer Care Team to write to the complainant again to ascertain if all the issues were dealt with during the investigation to their satisfaction or if they consider it necessary for their complaint to be investigated further.
8. Complaint to be treated through the Complaint's process if required.

Further information and reference about the link with these two processes is also found on:-

- page 3 of the Safeguarding Vulnerable Adults Policy
- page 13 of the Complaint booklet for the public; "Comments, Complaints and Compliments"
- page 9, section 5i) of the Kent Adult Social Services Complaints Procedure, which is a guide for staff about the complaints procedure on KNet (type in "complaints procedure" on the search window and select "Complaints Procedure").

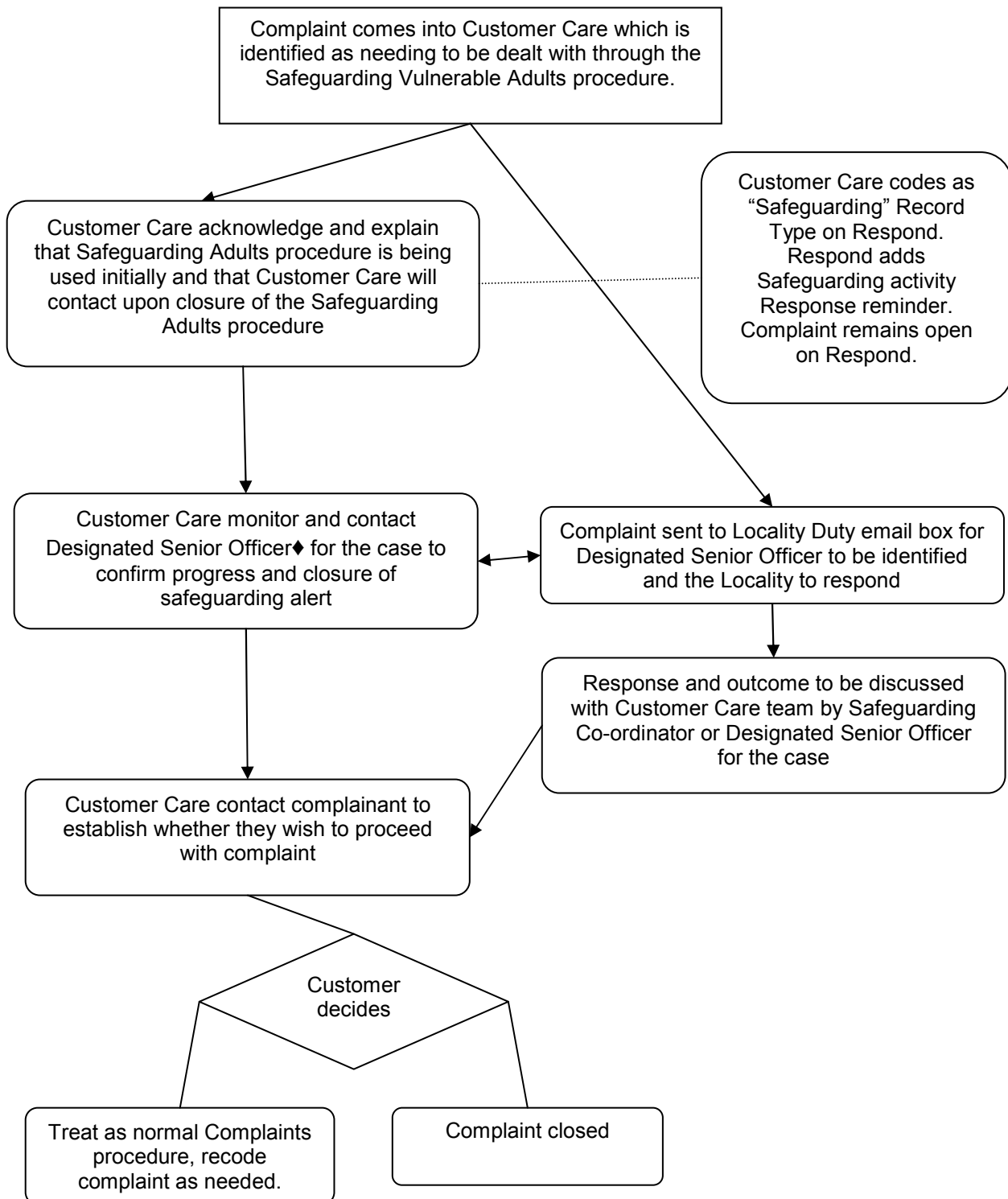
The attached flow chart summarises the list of actions to be taken.

Please share this information with your staff and discuss the process at your team meetings. If you require any further clarification or information about this process please contact your Area Customer Care Team or the Safeguarding Adults Policy and Standards Manager.

## Kent Adult Social Services

### Safeguarding Adults and Complaints:

#### Flow Chart of Procedure:



◆ Where Designated Senior Officer is not known, refer to the Safeguarding Vulnerable Adults Co-ordinator or in their absence the Locality Support Manager / Disability Support Manager, or Head of Service for action.