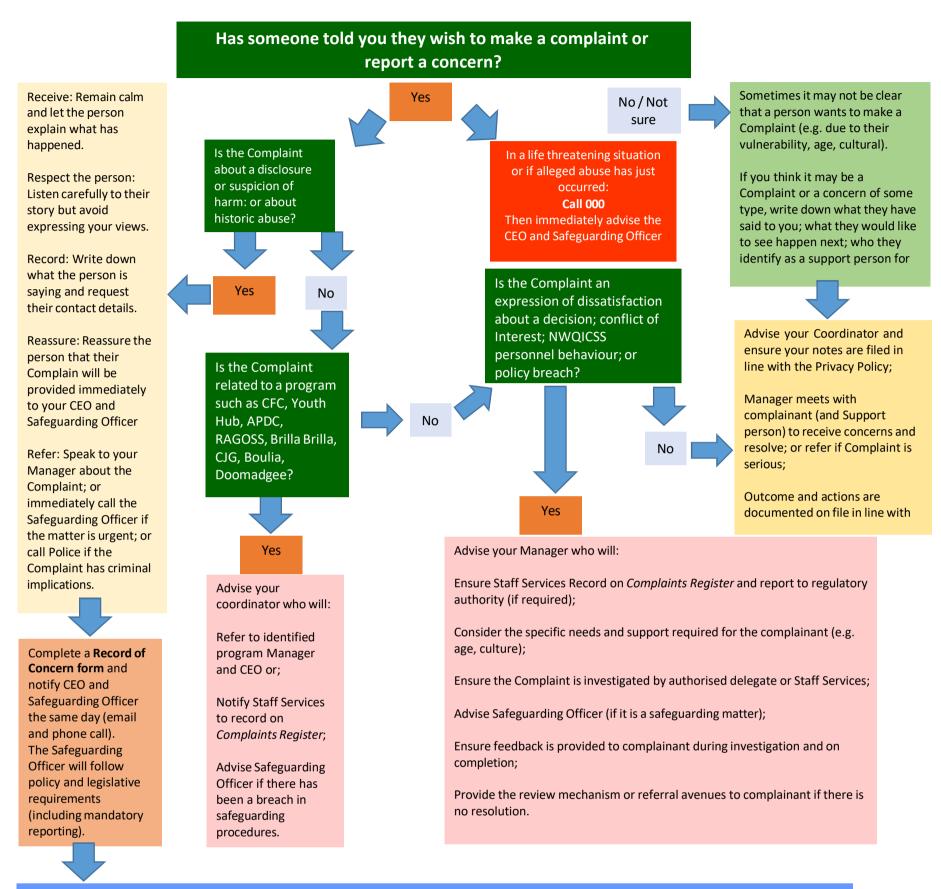
Complaints Management Flowchart



Safeguarding Officer facilitates next steps which may include:

- If an immediate report to Police, Child Safety Services or Public Guardian is required;
- If an immediate risk assessment and management plan is required to ensure safeguard measures are in place;
- Referral avenues for the complainant are provided;
- Investigation process undertaken by the relevant authority, monitor progress and await outcome;
- Findings and recommendations are considered and an action plan developed;
- Undertake review on relevant policy, procedures and systems; implement and report back to relevant stakeholders