

Access to Complaints and Allegations Documentation in Livelink

(PGN Dated April 2017)

This guidance is for the Hertfordshire Children's Services Safeguarding & Specialist Services, Complaints Team and Child Protection Team.

The purpose of this guidance is to ensure that Children's Services staff members are able to review previous complaints in relation to children allocated to them in order to learn from any practice issues which arose from those complaints, and reduce likelihood of repeated errors in practice.

Access to the 'Complaints' folder in the Child's File on Livelink has been restricted to the Complaints Team and the 'Allegations Against Staff' folder in the Child's File is restricted to Child Protection and Assessment Teams.

- Access to the 'Complaints' folder has been amended to also allow 'read' access to all Safeguarding and Specialist Services front-line staff and 'read/write' access to CS Managers. Access to the 'Allegations Against Staff' folder will be amended to only include the Complaints Manager and CS Managers.
- When a complaint is received, it will be evaluated by the Complaints Manager to ascertain whether it concerns service performance issues, or concerns regarding conduct of individual staff.
- If the complaint relates to a potential conduct or disciplinary issues concerning individual staff members, this will be uploaded onto the 'Allegations about Staff' folder in livelink and an email will be sent to the relevant Manager(s) as per current procedure.
- If the complaint relates to individual or service performance concerns, this will be uploaded onto the 'Complaints' folder in livelink and a casenote added to the child's file to alert the relevant manager to the complaint.
- When Managers respond to a complaint, they will ensure that their correspondence is uploaded to the 'Complaints' folder. If the issue relates to individual conduct or disciplinary matters the Manager will upload the correspondence to the 'Allegations Against Staff' folder.
- When correspondence is uploaded to the file, case notes will be added to ensure it is clear where correspondence is held.
- Team Managers will review 'Allegations Against Staff' and 'Complaints' folders when reviewing new contacts or referrals, when they join a team and are familiarising themselves with new work, or when cases are transferred to their team.
- When new assessments/court reports are completed in relation to a family where there has been a complaint, the SW and TM will review the complaint and any issues identified against the detail within the report to ensure any previous inaccuracies are not repeated.

- Newly allocated workers will review the 'Complaints' folder as part of their familiarisation of the case file.
- Team Managers will review both 'Complaints' and 'Allegations Against Staff' folders when allocating cases.