



Investigating Stage 2 Complaints for Investigating Officers

Time	As advised
Duration	1-day
Who for	For staff at team leader level and above who may investigate complaints at stage two of the statutory complaints procedures, and any other staff whose managers have identified this as a development opportunity.
Aims and their Objectives	<p>The aim of the course is to help participants to develop their skills in:</p> <ul style="list-style-type: none">• Defining and analysing complaints.• Planning investigations and making the best use of sources of information• Evaluating information and making sound decisions• Communicating those decisions effectively• Resolving and learning from complaints• Overcoming common problems.
Learning Outcomes	<p>The course is interactive using a variety of activities and materials including:</p> <ul style="list-style-type: none">• participants' experience of making complaints and our experience of what can go wrong• research findings on what contributes to customer satisfaction and trust in service providers• a troubleshooting exercise to consider the problems investigators encounter and possible solutions. <p>Participants work on a social service case study. Using their expertise and drawing on the experience of the investigator, they define, investigate and reach a conclusion on a complaint. The presenter explains the principles applied by the LGO for resolving complaints and this is applied to the case study.</p> <p>The presenter offers guidance and insight throughout the day on applying the LGO's principles of good practice in investigating complaints.</p>



Content

A one day skills course on investigating complaints in social services developed and delivered by experienced LGO investigators. Participants can draw on a fund of knowledge gained from the LGO's experience of over three decades of complaints investigation. The course presenter will be familiar with the complaints regulations and with the Children's Social Services complaints procedure as operated in Kent.

Facilitator

Brian Haines

To apply

please send a completed application form to Professional Development Unit (CSS), 1st floor, Kroner House, Eurogate Business Park, Ashford, TN24 8XU. Telephone bookings are **not** accepted.