Dear Provider,

Following recommendation from the Local Government and Social Care Ombudsman Reviews of Adult Social Care Complaints (The Ombudsman) we have clarified our complaints pathway in relation to complaints about contracted services commissioned by Adults Social Care.

We therefore want to take opportunity to clarify what we require your complaints process to set out for escalation of complaints.

The Ombudsman stated they did not expect a complainant to have go through successive complaints procedures and therefore your findings given to the complainant should be your organisation’s formal written response to that complaint. This will be your final response.

This means that if a complainant is not satisfied with this response from you as a provider, the complaint should **not** be escalated further within your organisation. Instead the complainant should be informed that they can refer to City of Bradford Metropolitan District Council for a review of the response to the complaint or to escalate direct to the Ombudsman. If the complainant chooses for CBMDC to review they will still have opportunity to go on to the Ombudsman if they remain unsatisfied.

We ask that you please review your own complaints processes to ensure that this pathway is reflected.

There might be exceptional circumstances where on occasion a complainant wishes to only deal with CBMDC. In this instance, CBMDC will investigate and the escalation route will be to the Ombudsman.

This letter sets out future mandatory requirements relating to complaints procedures set out in the original service contract. It is provided by the Council as part of its formal role of contract management. Please ensure that receipt of this letter is formally acknowledged in writing and that a copy of the letter is then either physically attached to the contract   in your possession or stored in the same file in the case of a virtual document.

Embedded in this document below are templates you might choose to use in response to a complainant to assist you.

As Commissioners, we will continue to review provider complaints processes as part of our regular quality monitoring and management.

