



East Lothian and Midlothian Public Protection Committee

Compliments and Complaints Protocol

Introduction

East Lothian and Midlothian Public Protection Committee (EMPPC) recognise that in the majority of cases, comments, complaints and compliments should be made directly to the relevant agency who will respond in line with their agency protocol.

Role of the Public Protection Committee

EMPPC was established in July 2014 to provide leadership and oversight of the governance arrangements for Public Protection across East Lothian and Midlothian local authority areas on behalf of East Lothian and Midlothian Critical Services Oversight Group (CSOG).

The key areas overseen by EMPPC are:

- Child Protection
- Adult Support and Protection
- Violence Against Women and Girls
- Offender Management (MAPPA processes for sexual and violent offenders)

EMPPC has a role in monitoring Significant Case Reviews, multi-agency inspections and the associated action plans. It also considers quality assurance, performance management and strategic developments.

Comments / Compliments

EMPPC are interested in hearing from you if you have received a really good service, or if you have a suggestion about how we can make our service better. Please contact East Lothian and Midlothian Public Protection Office (EMPPO) to pass this on.

Complaints – What is a complaint?

A complaint is an expression of dissatisfaction about the standard of service, action or lack of action by a particular agency in relation to public protection matters and mostly these should be directed to the individual agency responsible. Links to agency complaints procedures are given on page 4.

Who can complain?

- A service user
- A parent / carer / significant other
- An agency

How to make a complaint

EMPPC are interested in complaints about:

- EMPPC Inter-agency procedures and protocols
- Domestic Abuse Service / MARAC Service
- Initial Case Reviews / Significant Case Reviews / Large Scale Investigations
- East Lothian and Midlothian Public Protection Office staff or the service they provide
- EMPPC representatives (acting on EMPPC business)

EMPPO contact details:

East Lothian and Midlothian Public Protection Office
F28 Brunton Hall
16 Ladywell Way
Musselburgh
EH21 6AF
0131 663 5151
emppo@eastlothian.gov.uk

Complaints about decisions

Any complaints about decisions made in a child protection or adult support and protection case conference, should be discussed in the first instance with the chair of the case conference, the social worker / Council Officer or health professional, to see if one of these people can help. Please also refer to the [EMPPC – Child Protection Dispute Resolution Protocol](#) and [EMPPC – Adult Support and Protection Dispute Resolution Protocol](#) for further information.

If you are not satisfied with the outcome to your complaint then you can contact the agency or agencies directly. Each agency has its own complaints procedures. On receipt of your complaint, the agency will contact you to advise of their complaints process.

If you remain unsatisfied with the response you can then contact the Scottish Public Services Ombudsman (SPSO) who are the final stage for complaints against Councils, NHS and other public services. Information on their service can be found at <https://www.spsso.org.uk/>

Complaints procedures

- [East Lothian Council Complaints Procedure](#)
- [Midlothian Council Complaints Procedure](#)
- [NHS Lothian Complaints Procedure](#)
- [Police Scotland Complaints Procedure](#)
- [Scottish Fire and Rescue Service Complaints Procedure](#)
- [Care Inspectorate](#)

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