

## **Investigation leaflet**

# **The formal complaint investigation**

## **– what you need to know**

This summarises the main things you need to know about the investigation. However, it is not intended to cover everything. If you have more questions, or would like more explanation, please contact the Customer Relations Officer who will be managing your complaint.

### **What the investigation will do:**

- It will clarify what the complaint is, and what you want to see done to resolve it
- It will consider all the factual evidence available, and whether it supports the complaint being made
- It will look at the relevant legislation, policy, procedural and practice guidance
- The investigator will make a professional judgement about whether the factual evidence supports your complaint, on the balance of probabilities
- The investigator will make recommendations to the Service about how the complaint could be resolved
- You will be provided with a copy of the investigation report
- The Service will consider the investigation report and its recommendations, and tell you how it will respond

### **What the investigation won't do:**

- It is not a statement of the Council's legal liabilities. The liabilities of the Council can only be decided by lawyers and the courts.
- It will not look at issues where a remedy is open to you through an appeal to court, or arising from a decision by a court
- It cannot take precedence over certain other procedures or actions – for example, police investigations, child protection investigations, vulnerable adult protection investigations, disciplinary procedures, or similar.
- It cannot enforce the co-operation of people who are not currently working for this Service

NB: The investigation report is the property of Warwickshire County Council. It must not be shared, copied or used in any way other than for which it was originally intended, without the express permission of the Council. It should be treated as a strictly confidential document.