



Local Authority
Complaints
Handlers Network

Why do networks matter?

Simon Cameron

Chair Local Authority Complaints
Handlers Network

Who are we?



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- A network open to all
- A partnership
- A collective voice
- A safe space

What do we discuss?



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- Annual performance benchmarking
- Category standardisation
- Improvement framework
- Complaints surgery

What impact do we have?



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- SPSO sounding board
- Social Work complaints
- Local and national good practice
- Shared improvement

Why does this matter?



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- We value complaints
- We learn from complaints
- We improve our services
- We do it together

Our tips to you?



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- Don't go it alone
- Recognise what others can offer
- Create meaningful working relationships
- Come and visit us!



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Any questions?

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