

Freedom of Information – Response – 27276

*I am writing to make a request under the Freedom of Information Act 2000.
Please provide copies of the council's current policies, procedures, and guidance relating to:*

1. Stage 2 complaints under the statutory complaints procedure

The information requested can be found in the Annual Report of Compliments, Comments and Complaints taken to Audit Committee annually in September. Further information can also be found in the Minutes from each meeting. The Report and the minutes can be found via the following link:

[Committee Documents - Committee Minutes](#)

2. The handling of complaints involving Adult Safeguarding Reviews (including Safeguarding Adult Reviews)

These matters are managed through the Safeguarding Adults Board (SAB) governance arrangements rather than the statutory complaints procedure.

Concerns may be reviewed by the SAB Business Team or, where necessary, escalated to the Independent Chair. Where appropriate, issues may also be escalated through wider partnership governance structures.

Further information about SAB governance arrangements is available on the Suffolk Safeguarding Partnership website following this link: [Governance — Suffolk Safeguarding Partnership](#).

3. The process for deciding whether or not to commission or escalate a Safeguarding Adult Review

The Suffolk Safeguarding Adults Board (SAB) operates a formal Safeguarding Adult Review (SAR) referral and decision-making process, which includes:

- Completion of a SAR referral form
- Initial screening by the SAB Business Team
- Consideration against the statutory criteria set out under section 44 of the Care Act 2014
- Decision-making by the SAR Panel (or equivalent governance group)
- Final oversight and sign-off by the Independent Chair of the SAB

Full details of the SAR process are published on the Suffolk Safeguarding Partnership website under Safeguarding Adult Reviews (SARs).

[Reviews and how to make a referral — Suffolk Safeguarding Partnership](#)

4. The criteria used to refuse or decline a request for a safeguarding review

The criteria used to refuse or decline a request for a Safeguarding Adult Review (SAR) are determined in accordance with section 44 Care Act 2014 and accompanying statutory guidance. Specifically, consideration is given to whether:

- The adult has care and support needs
- Abuse or neglect is known or suspected
- There is reasonable cause for concern about how agencies worked together
- The adult has died or experienced serious harm

If the statutory criteria are not met or declined the SAB may consider recommendation alternative learning processes (such as a local learning review, audit, or single-agency review).

These criteria are set out in:

- SSP Safeguarding Adult Review (SAR) guidance, which is available via the Suffolk Safeguarding Partnership website: [Reviews and how to make a referral - Suffolk Safeguarding Partnership](#). Adult Safeguarding Review guidance can be accessed from the right-hand side of the webpage.
- Care and Support Statutory National Guidance, which is available via the government website: [Care and support statutory guidance - GOV.UK](#).

5. The process for reviewing or challenging a decision not to hold a Safeguarding Adult Review

Where a referrer or agency disagrees with a decision:

Requests for reconsideration can be submitted to the Safeguarding Adults Board (SAB). The case may then be reviewed by the SAR Panel or the Independent Chair, at which point additional information may be requested to support the reconsideration process. Escalation routes are also available through the partnership's challenge and escalation procedures.

These arrangements reflect the partnership's commitment to transparency, professional curiosity, and robust multi-agency challenge.

6. Any internal guidance used by staff or safeguarding boards when dealing with such complaints or decisions

The Suffolk Safeguarding Partnership publishes its core guidance and procedures online. Relevant documents include:

- Safeguarding Adult Review (SAR) Policy and Guidance
- SAR Referral Form and Process Guidance
- Multi-Agency Safeguarding Adults Procedures:
- Escalation and Professional Challenge Guidance

These can be accessed via the SSP website: <https://www.suffolksp.org.uk>