

## Complaints to West Lothian Adult Protection Committee

Version: 1.0  
Approved By: Wendy Ramsay  
Review Date: 2024  
Date Published: 09/11/21

All professionals in West Lothian have a duty to work together to ensure that adults, children and young people are protected from harm. Working together involves sharing information, assessing risk and making plans to manage or reduce the level of risk.

West Lothian Adult Protection Committee (WLAPC) has a responsibility to ensure that agencies in West Lothian work together to protect those at risk and that staff receive regular training, supervision and support so that they are competent and confident in their role.

### 1. Complaints about Professionals

Complaints about individual professionals should be directed to the agency that employs them. WLAPC will have no role in dealing with complaints from offenders about MAPPA - these will be addressed through individual agency complaint procedures.

A link to each core agency's complaints procedure is below:

<http://www.westlothian.gov.uk/complaints>

<https://www.scotland.police.uk/about-us/police-scotland/complaints/>

<https://www.nhsllothian.scot/YourRights/ComplimentsConcernsComplaints/Pages/MakingAComplaint.aspx>

### 2. Complaints about multi-agency working

When an adult, parent or young person has a complaint about the multi-agency service they have received during the course of an adult protection investigation process or the process around and during the adult protection case conference/ review they should:

- a) Put their concern in writing to the

Lead Officer Adult Protection  
Public Protection Team  
1<sup>st</sup> Floor South  
Civic Centre  
Howden South Road  
Livingston  
EH54 6FF

The Lead Officer will ensure that the Chair of WLAPC and Vice Chair are informed.

- b) Raise their complaint with the Chair of the adult protection case conference. These members of staff will notify the Lead Officer Adult Protection by email about the complaint.

The Lead Officer will then ensure that the Chair of WLAPC and Vice Chair are informed by email about the complaint.

### **3. Action for Chair & Vice Chair of WLAPC**

Where the Chair & Vice Chair of the WLAPC are notified of a complaint from a Lead Officer, in relation to multi-agency working, they (or their nominated representatives) will:

- Review all relevant information and reports available
- Review the minute of the APCC
- Consider consulting other professional colleagues or members of the WLAPC
- Inform members of the WLAPC about the complaint

The Chair and Vice Chair cannot overturn the decision of a case conference, but will decide whether the APCC decision should stand (consulting core group members if required) or;

- Order the APCC to reconvene with new information;
- Additional attendees or
- A new chairperson.

The Chair of the WLAPC will respond to the complainant within 28 days of the complaint being received.

There is no right of appeal against the outcome of the investigated complaint.

