

## **Section 7: Representations and appeals**

- 7.1 Representation can be made by a person who has been directly involved in a Safeguarding Enquiry under Section 42 of the Care Act if they feel that the process has been undertaken unfairly or that the outcomes have been reached inappropriately.
- 7.2 Representations must be made in writing and sent to the Local Authority that has conducted the Enquiry.
- 7.3 The representations must make clear the area of the disagreement and why they believe that the Enquiry process has not been fairly applied.
- 7.4 On receipt of the representations they will be considered by a senior manager, who will consider the content and the request.
- 7.5 If the senior manager believes (subject to 7.6 below) that any of the following apply:
  - Significant information has been overlooked or disregarded in the course of an Enquiry;
  - Key individuals were not consulted or able to give their views;
  - There were failings in the conduct of investigations or meetings that adversely affected the outcomes;
  - An Enquiry Review Meeting will be convened to consider the issues and this decision will be notified to the person who has made the representations.
- 7.6 No further meeting will be convened if the adult has the capacity to consent to this and does not wish such a meeting to take place.
- 7.7 These arrangements are without prejudice to any subsequent complaints process that may occur under the statutory system applicable to Local Authorities and other statutory agencies.