

External Scrutiny Team for the Grenfell Restorative Justice Programme Complaints Procedure

Feedback to the External Scrutiny Team

As part of our work, we welcome and encourage ongoing feedback from bereaved, survivors and members of the local community. You can contact us directly at the following:

scrutinyteam@collaboratecic.com

07456 514 897 - please leave a voice or text message on this number.

We check the email and phone regularly and will get back to you as soon as we can. We will let you know we have received your message, and approximately how long it will take to get back to you in more detail. We will explain why it will take us this time to respond - for example if there is an issue we need to find out more about, or discuss in our team.

How to make a formal complaint about the Council's consultation process

If you have an issue or concern about the Council's consultation process, you can raise this directly with the Grenfell Partnerships Team or via us as the External Scrutiny Partner using the details above, if you would prefer.

You can also use the [Council's Complaints process](#) to register a formal complaint about the approach.

How to make a formal complaint about the External Scrutiny Team

We welcome and encourage feedback as part of our work and should you wish to raise an issue with us about any concerns you have, we would encourage you to contact us directly using the details above in the first instance.

If you have an issue with the conduct or approach adopted by us which we cannot resolve or that you feel needs further escalation, you should raise it directly with the Council's Director of Audit, Fraud, Risk and Insurance who will investigate the complaint in line with the Council's complaints process and report to the complainant, to the Chief Executive and (if required) the legal representative (if any) of the bereaved, survivor or member of the community.

The Council's Director of Audit, Fraud, Risk and Insurance can be contacted at:

david.hughes@rbkc.gov.uk