

Independent Complaint & Grievance Investigation Services

Reconstruct provides specialist independent complaint and grievance investigations delivered by experienced social care consultants. We ensure every investigation is fair, transparent and compliant with regulatory standards.

We conduct impartial investigations into:

- Employee grievances and workplace complaints
- Complaints from children and young people
- External complaints from parents, carers, partner agencies and/or other stakeholders

Each investigation includes an initial assessment, interviews, document review and a clear concluding report with recommendations. All work is completed within agreed timescales to support timely resolution and improved service quality.

We also offer independent reviews of in-house complaint investigations to confirm that your processes follow best practice and meet all complaint-handling and regulatory compliance expectations.