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Contract

Provision of Independent Complaint Officers Framework

Hull City Council

F03: Contract award notice

Notice identifier: 2025/S 000-028769

Procurement identifier (OCID): ocids-h6vhtk-04e674

Published 30 May 2025, 12:47pm

Section I: Contracting authority

I.1) Name and addresses

Hull City Council

The Guildhall, Alfred Gelder Street

Hull

HU1 2AA

Contact

Lucy Pattinson

Email

Lucy.Pattinson@hullcc.gov.uk

Telephone

+44 1482615737

Country

United Kingdom

Region code

UKE11 - Kingston upon Hull, City of

Internet address(es)

Main address

<https://www.hull.gov.uk/>

Buyer's address

<https://yortender.eu-supply.com/ctm/Company/CompanyInformation/Index/104102>

I.4) Type of the contracting authority

Regional or local authority

I.5) Main activity

General public services

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

Provision of Independent Complaint Officers Framework

Reference number

LP/25

II.1.2) Main CPV code

- 85300000 - Social work and related services

II.1.3) Type of contract

Services

II.1.4) Short description

Hull City Council (The Authority) has awarded three contracts to tenders from interested organisations to provide Independent Complaint Officers services. The tender was completed as an open procedure consisting of a one stage process. The contract is anticipated to commence 1st September 2025 ending by 31st August 2029 with an option to extend for a period of 2 x 12 month periods. The Authority has estimated the value of the Services to be £60,000 per annum with the total contract value been £360,000.00.

II.1.6) Information about lots

This contract is divided into lots: No

II.1.7) Total value of the procurement (excluding VAT)

Value excluding VAT: £180,000

II.2) Description

II.2.2) Additional CPV code(s)

- 85310000 - Social work services
- 85311300 - Welfare services for children and young people
- 98000000 - Other community, social and personal services

II.2.3) Place of performance

NUTS codes

- UKE11 - Kingston upon Hull, City of

Main site or place of performance

Hull

II.2.4) Description of the procurement

The Children Act 1989 requires Councils, which provide children's services, to set up a three stage complaints process. Councils must make sure they administer the procedure properly and effectively, considering the extensive guidance available.

The key elements of the Independent Complaints Officer Service are to provide:

- an independent and objective view about the investigation of complaints.
- highly sensitive investigations within the authority in relation to complaints under the Children Act made by children, young people and their families.
- a provision of a comprehensive, open, transparent and fair consideration of the complaint by scope and defining limitations of the complaint to be investigated
- Sensitive and thorough interviewing of the complainant; consideration of social work records and other relevant information; interviewing staff and other people relevant to the complaint; and analysing information.
- Produce a high-quality report which is analytical, factual, evidence-based and addresses the statement of complaint.
- Undertake investigation within the statutory timescales.
- Attend Stage 3 review panels if appropriate
- relevant opinions based on specialist skills, knowledge and awareness that they have in respect of the presenting complaint.
- assurance that the young person is at the heart of every decision taken.
- assurance that the investigation is conducted in accordance with 'Getting the Best from Complaints' Social Care Complaints and Representations for Children, Young People and Others.

- Assurance that all participants are treated with respect throughout the process.

II.2.5) Award criteria

Quality criterion - Name: Quality / Weighting: 70

Price - Weighting: 30

II.2.11) Information about options

Options: Yes

Description of options

Option to extend 2 x 12 month periods at the sole discretion of the Authority.

II.2.13) Information about European Union Funds

The procurement is related to a project and/or programme financed by European Union funds: No

Section IV. Procedure

IV.1) Description

IV.1.1) Type of procedure

Open procedure

IV.1.3) Information about a framework agreement or a dynamic purchasing system

The procurement involves the establishment of a framework agreement

IV.1.8) Information about the Government Procurement Agreement (GPA)

The procurement is covered by the Government Procurement Agreement: Yes

IV.2) Administrative information

IV.2.1) Previous publication concerning this procedure

Notice number: [2025/S 000-006719](#)

Section V. Award of contract

Contract No

1

Title

Provision of Independent Complaint Officers

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

15 May 2025

V.2.2) Information about tenders

Number of tenders received: 3

Number of tenders received by electronic means: 3

The contract has been awarded to a group of economic operators: No

V.2.3) Name and address of the contractor

Choices and Voices Care LTD

PO BOX 1075

North Yorkshire

TS19 1YY

Email

info@choicesandvoices.org.uk

Country

United Kingdom

NUTS code

- UKE2 - North Yorkshire

National registration number

08745542

The contractor is an SME

Yes

V.2.4) Information on value of contract/lot (excluding VAT)

Total value of the contract/lot: £20,000

Section V. Award of contract

Contract No

2

Title

Provision of Independent Complaint Officers

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

15 May 2025

V.2.2) Information about tenders

Number of tenders received: 3

Number of tenders received by electronic means: 3

The contract has been awarded to a group of economic operators: No

V.2.3) Name and address of the contractor

Coram

Coram Campus, 41 Brunswick Square

London

WC1N 1AZ

Email

tenders@coram.org.uk

Telephone

+44 2075200381

Country

United Kingdom

NUTS code

- UKI - London

National registration number

9749745 51

The contractor is an SME

Yes

V.2.4) Information on value of contract/lot (excluding VAT)

Total value of the contract/lot: £20,000

Section V. Award of contract

Contract No

3

Title

Provision of Independent Complaint Officers

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

15 May 2025

V.2.2) Information about tenders

Number of tenders received: 3

Number of tenders received by electronic means: 3

The contract has been awarded to a group of economic operators: No

V.2.3) Name and address of the contractor

RRC

1 Edmund St

Bradford

BD5 0BH

Email

Riyaz.raj@rrconsultancy.org

Country

United Kingdom

NUTS code

- UK - United Kingdom

National registration number

878258370

The contractor is an SME

Yes

V.2.4) Information on value of contract/lot (excluding VAT)

Total value of the contract/lot: £20,000

Section VI. Complementary information

VI.4) Procedures for review

VI.4.1) Review body

Town Clerk

Hull

Country

United Kingdom