



Policy Title: - Complaints and Suggestions

Date Implemented: 12.02.2023.

Approved by:

Updated:

Date of Next Review: -14.02.2024

Policy

Children resident in the home are encouraged to raise any concerns they may have as a way of ensuring that any dissatisfaction is brought to the attention of the Manager of the home as quickly as possible.

All concerns, complaints or suggestions will be taken seriously, fully investigated, handled quickly, sympathetically and confidentially, and, where necessary, will result in improvements.

The home's aim is to deal with any complaints efficiently and fairly, and, wherever possible, to achieve a resolution which is satisfactory to both the complainant and the home.

This policy will be provided, upon request to:

- a) any child accommodated at the home;
- b) parents;
- c) the placing authority;
- d) anyone working at the home.

If the child is blind, or has impaired vision, or has some other disability or impairment, then the home will, so far as it is practicable to do so, supply, in addition to a copy of this document, a copy of the complaints procedure in a form that is suitable to that person.

- The home recognises that complaints are often difficult to make, and that "bureaucratic" processes are unlikely to be welcomed by children, however good their purpose. The home therefore encourages suggestions on any matter connected with an individual's care plan, their treatment within the home, the operation of the

home, meal arrangements etc. as a means of dealing with any dissatisfactions before they turn, eventually, into complaints. Although suggestions can be made orally, a "Suggestion Form" has been designed for this purpose and its use is encouraged. Please see Appendix C for Highlands Care Solution's Young Person's suggestions form.

Oral Complaints

An oral complaint will be dealt with as quickly as possible and always sympathetically. All employees of the home are, potentially, recipients of oral complaints, and upon receipt, an employee will:

- Attempt to deal with the matter, informally, and to the overall satisfaction of the complainant, and will subsequently –
 - Prepare a comprehensive written record of the complaint using the form designed for this purpose, and –
 - Submit the form to the Manager of the home, who will maintain an accurate record of complaints, and, where necessary, will seek assurance from the complainant that the matter has been dealt with satisfactorily. Where significant wishes or concerns are not acted upon, then every effort will be made to ensure that the complainant understands why. If the complainant is still not satisfied at this point then the matter will be dealt with as if it was a written complaint.

However should the employee not be capable of dealing immediately (or within a few days) with the initial complaint (for whatever reason, but usually because the matter refers to operational policy, which the employee is incapable of changing, or is a matter outside of their normal responsibility, or the matter is clearly serious in its nature), then the employee will inform the complainant that the matter will have to be referred.

In such situations the complainant will be advised that their complaint will be acknowledged, formally, in writing, within three working days. At this point the matter will be dealt with as if it were a written complaint.

Written Complaints

- All written complaints (together with unresolved oral complaints) should be addressed (or forwarded) to the Manager of the home.
- Any written complaint addressed to someone else within the home should be referred to the Manager of the home for action and resolution.
- Please see Appendix A for Highlands Care Solution's external complaint form

**Children's Homes (England) Regulations 2015: Regulation 7
Quality Standard: Children's Views, wishes and feelings**

- Please see Appendix B for Highlands Care Solution’s Young Person’s complaint form

**The Registered Manager,
91 Pound Street,
Bitterne,
Southampton,
SO18 6BL**

- Any complaint about the Manager of the home should be addressed to:

**The Responsible Individual
8-9 Oxford Street
Southampton
SO14 3DJ**

Governing principles for dealing with written complaints:

- All written complaints will be recorded in a register maintained for this purpose;
- All written complaints will be acknowledged within 3 working days of receipt;
- All written complaints will be investigated, and a written response given within 10 working days. The written response will address the issues raised in the complaint, and provide information about what action (if any) has been taken, or is to be taken, by way of resolution;
- All records relating to the complaint, including copies of all correspondence etc will be filed in the complaints file maintained by the Manager of the home;
- No person who is the subject of a formal complaint may take any responsibility for consideration of a response to that complaint;
- No person will suffer any form of harassment or reprisal for making a complaint;
- Any complaint which concerns child protection issues will be referred immediately to the Manager of the home who is responsible for entering into the local Child Protection Procedures.

Where it is considered, at the outset, that the “10 day response” target is unlikely to be met, then a more realistic assessment will be made, and the complainant informed. If a target date is missed, then the complainant will be informed of the reason(s) why, given a new target date, and kept regularly informed at all times of progress. It is hoped that all complaints may be dealt with satisfactorily within the governing principles described above. However if the complainant, or her/his representative is not satisfied then they should be advised to refer the complaint, together with an explanation of why dissatisfaction remains, in writing, to:

**The Responsible Individual
8-9 Oxford Street
Southampton**

SO14 3DJ

The timescales for response are as before:

- A further letter of acknowledgement will be sent within 3 days, and
- A further written response will be provided within 10 days

If the “10 day target” is likely to be missed, then the complainant will be kept informed as at the initial stage of review and investigation. It is hoped that following further review and response, that the complainant is satisfied with the way the matter has been handled, and the response which has been given. Therefore, the matter comes to a close. However, if the complainant remains dissatisfied, then they should be referred to:

Ofsted
Piccadilly Gate
Store Street
Manchester
M1 2WD

Advocacy Services

There may on occasion be a need for a complainant to use the services of an advocate in presenting/preparing their case. In such cases the advocate should be sufficiently skilled in, e.g. signing or in speaking the complainant’s preferred language, and advice may be sought from the home. (if appropriate) in securing such services. In exceptional circumstances, (such as if the complaint is about the Manager of the home, for example) the complainant should seek the support and assistance of their Social Worker.

Legal Intervention

This complaints procedure is designed to try to ensure, as far as is possible, that all complaints about the service provided by the home are dealt with internally, and, hopefully, to the satisfaction of the child and/or their representative. However, if it is immediately apparent that the matter is to be referred, by the complainant, to a Solicitor, then the relative informality of the review process is immediately compromised. If such a situation arises, either at the outset, or during the complaint’s procedure, then the complainant will be informed that the complaints procedure is no longer in operation, and that the matter is to be immediately referred to Solicitors and/or Insurers who represent the interests of the home.

Disciplinary Action

The home has a number of employment policies in place, which are designed to deal with allegations of abuse, discrimination, etc. If, during any investigation into a complaint made by a child it becomes apparent that some form of disciplinary action is to be taken, against an employee of the home, then it will be taken in accordance with the most appropriate and relevant policy. The complainant will be informed of such action.

Complaints from Outside

Where complaints are made from outside then they must be referred immediately to the Manager of the home, who will contact the complainant and confirm the nature/seriousness of the complaint. Where necessary an investigation will be undertaken by the Manager of the home or his/her nominee.

Alternative Avenues of Complaint

Complaints may be made to:

- a) The home, using this policy/procedure;
- b) Ofsted;
- c) The Local Authority

The name/address of the person responsible at Ofsted for receiving complaints is:

**Ofsted
Piccadilly Gate
Store Street
Manchester
M1 2WD**



Appendix A;

External Complaints Form

NAME	
ADDRESS	
CONTACT NUMBER /EMAIL	
AGENCY	
DATE	

Please give the details of your complaint in as much detail as possible;

Please tell us what you would like us to do about your complaint?

Complaint outcome – to be completed by the Manager.

Feedback from Complainant.

Manager: -----

Date:-----



Appendix B;

Young Person's Complaints Form

I WANT TO
COMPLAIN!

All the adults in the house can listen to your complaint and help you write what you feel. Please come and ask if you would like help.

MY NAME	
DATE	
STAFF MEMBER HELPING ME	

What would you like to complain about?



HOME



AN ADULT



SCHOOL



SOMETHING ELSE?

Children's Home (and) Regulation 2015: Regulation
Quality Standard: Children's Views, wishes and feelings

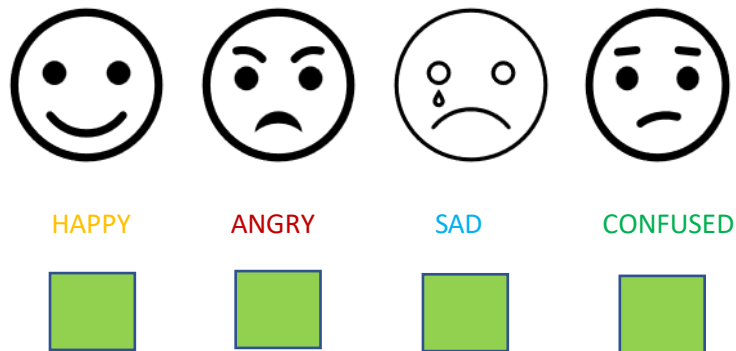
Please tell me about your complaint in as much detail as you can;

What would you like to happen?

Response to complaint from the manager.

Young Person's views on response.

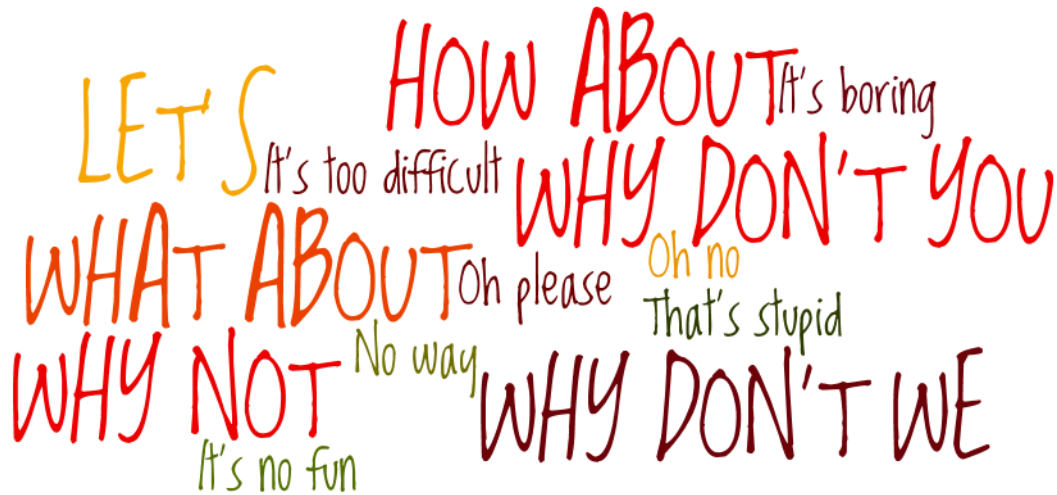
How are you feeling?



SHARED WITH	DATE COMPLETED;		
SOCIAL WORKER	PARENT	RESPONSIBLE INDIVIDUAL	ADVOCATE

Appendix C;

YOUNG PERSON'S SUGGESTION FORM



All the adults in the house can listen to your suggestion.

MY NAME	
DATE	
STAFF MEMBER HELPING ME	

What would you like to suggest?

Response to suggestion from the manager.

Young Person's views on response

SHARED WITH	DATE COMPLETED;		
SOCIAL WORKER	PARENT	RESPONSIBLE INDIVIDUAL	ADVOCATE