

COMPLAINTS PROCEDURE

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Related Policies:	4.1 Safeguarding and Child Protection Policy 5.4 Staff Conduct and Disciplinary Procedure
Children's Homes Regulations 2015:	The Children's Views, Wishes and Feelings Standard – Regulation 7 The Protection of Children Standard – Regulation 12 Contact and Access to Communication – Regulation 22 Polices for the Protection of Children – Regulation 34 Other Records – Regulation 37 Complaints and Representations – Regulation 39

POLICY STATEMENT

The SWAAY organisation has always believed in the value of learning from mistakes. One of the most effective ways of passing on this philosophy to the young people in our care is to show them that complaints are dealt with positively and promptly; according to a process which is designed to identify what has gone wrong and which ensures that information gathered from the investigation of the complaint is used to improve matters going forward. Therefore complaints are opportunities to learn and Complainants will always be treated with the respect, and will never be treated adversely because they have made a complaint.

All complaints will be addressed without delay and the complainant is kept informed of the progress.

PROCEDURE

This procedure is to be followed when a young person has a complaint to lodge about their experience in SWAAY. In addition to this the complaints procedure can be used by parents/ carers, social workers, the placing authority, employees of SWAAY and members of the public including neighbours.

Young people will be informed about the complaints procedure in a variety of ways including the Children's Guide given to them upon admission. This will be in a format that they will understand. The

complaints procedure will be available in communal areas of the home and school so they are easily accessible to the young people.

Informal Process:

Within SWAAY there are many forums which provide opportunities to resolve minor complaints informally for example in open meetings held at the home, the school, on the sports field and when the whole SWAAY community comes together as a Group. Young People or Staff can also call such meetings at any other time, to open up issues and resolve them quickly. In most cases, the complaint and its agreed resolution will be recorded in the minutes of the meeting.

Formal Process:

Complaints that cannot be resolved informally must be dealt with by making a formal complaint. In all cases the complaint must be dealt with in a serious manner, all those involved in the complaint must be kept informed of progress at least weekly; and the complaint must be fully responded to within 28 days. All residential complaints are sent to the Operations Director and will be responded to within seven days. All education complaints will be passed on to the Head Teacher and have an initial response within seven days.

If a complaint cannot be fully resolved by 28 days then this will need to go to Panel. The panel will consist of a director and a senior representative from each of the three disciplines within SWAAY which includes: education, therapy and residential. One member of the panel must be completely independent of the management of the school (and SWAAY). The complainant would be invited to attend the panel hearing and could be accompanied if they wish.

In the first instance anyone making a formal complaint (the Complainant) needs to complete the complaint form below. The form is designed to ensure that the correct procedure is followed and to allow for monitoring of progress towards resolving the complaint.

The completed form needs to be lodged with the site manager who must enter the complaint in the site's Complaint Log Book then decide the best path for the complaint, inform the Complainant of their decision and assist them with the process towards a speedy and effective resolution. Any person who is the subject of a complaint is prevented by this process from being responsible for its investigation or resolution, so if the site Manager is the subject of the complaint, another Manager will be appointed by the Operations Director to deal with the complaint. In addition to this the complaint must be recorded on the action log and all outcomes must be recorded and overseen by the site manager.

Any member of staff may support the Complainant in instigating this procedure but the Complainant may start the procedure independently. If the Complaint Form is not available the written record of a verbal Complaint must include the following information:-

- The date of the complaint
- The date of the incident giving rise to the complaint
- The name of the Complainant
- Young person's name
- The nature of the complaint
- Who has assisted the Complainant
- When they handed this to your site or home manager

Once a complaint has been received the following information will then be added to the complaint action log by the relevant manager:-

- A reference e.g. SC05/05/2002 (site code date/month/year)
- What should happen next
- Date received
- Date passed on to next step if any
- All actions taken to resolve the complaint
- The resolution

- Any discussion with the young person about what should happen next or what they wish to happen.

A copy of this action log will be attached to the original complaint along with any relevant documentation.

The home or site manager must also note the resolution of the complaint in the complaint log book and record if and how the complaint has been resolved.

A copy of the findings of the complaint, and recommendations should be sent to the complainant and where relevant the person complained about. This should also be kept confidentially and made available for inspection on site.

Records of complaints and how they are resolved can also be used to identify trends developing across the organisation and can help in the design and implementation of improvements to resources and processes. Subject to the requirements of confidentiality, the final resolution of all formal complaints will be published at the next Senior Managers' Meeting.

If a young person wishes to raise a grievance which involves their placing authority, the young person should follow their complaints procedure. A copy of this will be kept in the young person Working File. We will keep a copy of the complaint made and all actions taken.

A young person can request an advocate to support them with a complaint. This is something that will be arranged through their social services. In addition to this a young person can make a complaint directly to Ofsted. Stamped address envelopes are available at the home along with Ofsted's and ChildLine's telephone number.

Complaints made by a neighbour or other external person

Complaints by other people in the wider community outside of SWAAY, such as a neighbour or shopkeeper, can be dealt with by negotiation and verbal agreements. It is essential that these are recorded in the same way as all formal complaints.

Something has happened that has made you feel sad, frightened, angry, or frustrated

Should you keep quiet, hold it all inside and wait for the chance to get your own back?

You could get even more angry and frustrated and perhaps get into trouble. Holding on to your feelings could even make you ill!. So, how do you get out of it?

Call a meeting or discuss your problem at the next School, House, or Group Meeting

If you can't talk about it in a group ask someone who makes you feel safe what to do next.

You could talk to your Social Worker, Independent Visitor, Ofsted or the Police, or you could call ChildLine



Ofsted
Piccadilly Gate
Store Street

You can help us all to learn from what's gone wrong by making a complaint. Ask a member of staff for a form!

SWAAY COMPLAINT FORM

Reference:

Completed by Date

If completed by Young Person

Social Worker Placing Authority

Please write the nature and details of your complaint here:-

Name Signature.....

Assisted by?Signature.....

SWAAY COMPLAINT FORM

ACTION LOG

Complaint Reference:

Registered :	Passed To:	People involved: (to be informed of progress weekly)	Action 1	Action 2
Date:	Date:		Date: Description:	Date: Descripti
Action 4	Action 5	Action 6	Action 7	Action 8
Date: Description:	Date: Description:	Date: Description:	Date: Description:	Date: Descripti

