



Policy No: 026	Authorised:	Date: 23/09/2025
Complaints suggestions and ideas		

Policy

It is the policy of the Home that young people's wishes and feelings will be respected and considered in all aspects of their care.

It is important that children and young people living at the Home know how to complain if they are unhappy with any aspect of their care, feel comfortable with the process, and know that they will receive a proper response to any complaint.

Complaints and suggestions are encouraged and welcomed as a way of ensuring that any dissatisfaction with the quality of service provided by the Home is brought to the attention of the Registered Manager as quickly as possible. All complaints will be taken seriously, will be fully investigated, handled quickly, sympathetically, and confidentially, and, where necessary, improvements made.

Our aim is to deal with complaints efficiently and fairly, and, wherever possible, to achieve a resolution which is satisfactory to both the complainant and the Home. This Policy document will be provided to any resident, or their representative, upon request.

Cross – Reference

- Consultation and Partnership Working
- Supporting Young People
- Notification of Significant Events
- Safeguarding – Allegations Against Staff
- Statutory complaints Procedure for the host authorities

Legislation



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- Children Homes Regulations 2015 (including the Quality Standards)
- Regulation 39 and
- Standard 7 Children's Wishes and Feelings
- The Children's Act 2004

Verbal Complaints

Verbal complaints will be dealt with as quickly and efficiently as possible. All staff working at the Home are potentially recipients of verbal complaints. Upon receipt of a verbal complaint the member of staff will:

- Attempt to deal with the matter, informally, (such as negotiation, arbitration, or mediation) to the overall satisfaction of the complainant. Verbal complaints / negative comments made that do not need investigating are to be recorded in the young person's 'moans and groans' book
- Prepare a comprehensive written record of the complaint using the form designed for this purpose
- Submit the form to the Registered Manager who will maintain an accurate record of verbal complaints, and, where necessary, will seek assurance from the complainant that the matter has been dealt with satisfactorily. If the complainant is not satisfied at this point, then the matter will be dealt with as if it was a written complaint.

Should the member of staff not be able to deal with the complaint immediately, or within a few days (for example, the matter refers to operational policy, or is a matter outside of the staff member's normal responsibility, or the matter is clearly serious in its nature), then the staff member 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.

To try to avoid complaints there will be regular opportunities for young people to express their wishes in formal and informal ways. This might be through the forum of a weekly house meeting, regular key work sessions or simply through asking to speak to a member of staff about an issue



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that is causing concern. All young people will be encouraged to express their views even about minor issues with the aim of resolving concerns before they give rise to a complaint.

As per policy (Consultation and Partnership Working), the principle of listening to young people and taking their views into account when planning and undertaking their care is paramount. Young people will be given the opportunity to participate in and shape the overall ethos, nature, and routine of the home they live in and the opinions and views of young people and their parents/carers, Social Workers, IRO and any other significant professional will be sought and ascertained on a regular and frequent basis.

Written Complaints

- All written complaints (together with unresolved verbal complaints) should be addressed (or forwarded) to the Registered Manager / Deputy Manager, who will advise the local authority through their complaint's procedure and importantly the allocated social worker.
- A blank complaints form can be found in the Young Person's guide and in the allocated location next to the complaints post box or can be obtained by asking a member of staff. The completed form should then be posted in the 'Complaints/Suggestions' box.

Governing principles for dealing with complaints

All written complaints will be recorded in a Register maintained for this purpose.

All records relating to the complaint, including copies of all correspondence etc. will be filed in the complaints file maintained by the Home Manager



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What can I expect if I make a complaint?

Stage 1

- A. A written acknowledgement of your complaint within three working days of receipt
- B. A written response within 10 working days. This time can be extended if the complaint is complex, but you will be kept informed about when you can expect a response.
- C. Your complaint will usually be investigated by a Manager at Stage 1.

Stage 2

- A. If you remain dissatisfied with the response sent at Stage 1 you can request a Stage 2 investigation addressed to "Complaints and Information Team
- B. To the allocated local authority of the young person.
- C. During Stage 2 an Investigating Officer who is independent of your case will investigate your complaint, together with an Independent Person, where appropriate.
- D. You should receive the Stage 2 reports, together with the Council's response to them, within 25 working days of the date you signed the Stage 2 complaints statement.
- E. This time can be extended if the complaint is complex so that a full investigation can be undertaken.

Stage 3

- A. If you remain dissatisfied following receipt of the Stage 2 response you may ask for a Stage 3 Review Panel to be set up. The panel is made up of three independent people who will make recommendations to the Council within 5 working days of the panel hearing. You will receive the Council's response to



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these within 15 working days of receipt from the panel.

- B. If you remain dissatisfied after your complaint has been through all 3 stages of the complaints process, you have the right to refer your case to the Local Government Ombudsman.

NOTE - Please note Local Authority policies will vary in relation to timescales within the stage process.

Ombudsman Advice Team can be contacted at:

Telephone: 0300 061 0614

Email: advice@lgo.org.uk

Fax: 024 7682 0001

Text Relay Text 'callback' to Service: 07624 803014

All records relating to the complaint, including copies of all Correspondence etc. will be filed in the complaints file maintained by the home deputy manager.

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 Registered Manager / Deputy Manager / who will initiate Child Protection Procedures.

Any complaint that is deemed as serious and involves a staff member working at the home shall be referred to LADO for guidance and reported to Ofsted as a Notification of Significant Events- under Regulation 40 CHR 2015



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Advocacy Services

There may on occasion be a need for a complainant to use the services of an advocate in presenting/preparing his/her case. In exceptional circumstances, for example, the complaint is regarding the Registered Manager; the complainant may seek the support and assistance of his/her Social Worker.

Young people are provided with their Local Authority Advocacy Service there is also access an Independent Review Officer (IRO) contact details upon admission or at the earliest opportunity of it being provided by the social worker.

For Children in Care,

The Home will also have a copy of each Local Authority complaints procedure which runs parallel with this policy.

The young person will be provided with the address for Ofsted, should they not be happy with the outcome or wish to take the complaint to them:

Ofsted

Piccadilly Gate

Store Street

Manchester

M1 2 WD

External Complaints

Where complaints are received from external sources they will be referred immediately to the registered Manager / Deputy Manager who will contact the complainant and confirm the nature/seriousness of the complaint. The Registered Manager or his/her nominated person will undertake the necessary investigation. The home Statement of Purpose also covers the process for how external stakeholders can complain should they wish to do so; the Information can be found If stage 1 complaints do not resolve your complaint the young person's host authority stage 2 can be raised.

Our home appreciates that there may be occasions when individuals wish to raise concerns externally to the home management or direct organisation; it is accepted that individuals have the right to raise their concerns with our registration and governing body, who is Ofsted.



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Ofsted
Piccadilly Gate
Store Street
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www.gov.uk/government/organisations/ofsted

Suggestions/ Grumbles / Ideas

The Home recognises that complaints are often difficult to make, and that “bureaucratic” processes are unlikely to be welcomed by young people. 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 dissatisfaction.

The Home also has a dedicated ‘Moans and Groans System” that the young people are encouraged to complete with any low level ‘grumbles or suggestions’ that they wish to raise. These are responded to by the Home and retained within an electronic system.

Disciplinary Action

The Home has several 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 resident 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.