



Policy SJD/YP/06	No:	Authorised by: Davina Powell	Review 10th August 2023	Date:
Policy Date: 4th April 2021			Date of Next Review: 10th August 2024	

COMPLAINTS POLICY AND PROCEDURE

Policy Statement

SJD Homes believes that if a child, young person, parent, carer or visitor wishes to make a complaint or register a concern they should find it easy to do so.

SJD Homes welcome complaints and looks upon them as an opportunity to learn, adapt, improve and provide a better service.

This policy is intended to ensure that complaints are dealt with properly and that ALL complaints or comments are taken seriously.

The policy is not designed to apportion blame, to consider the possibility of negligence or to provide compensation and is **NOT** part of SJD Homes disciplinary policy.

SJD Homes believes that failure to listen to or acknowledge complaints will lead to an aggravation of problems with children, young people, parent or Carer etc. could lead to further dissatisfaction and possible litigation.

SJD Homes supports the concept that most complaints, if dealt with early, openly, and honestly, can be sorted out at a local level between just the complainant and SJD Homes.

If this fails due to either SJD Homes or the complainant being dissatisfied with the result the complaint will be referred to the child or young person's Social Worker or the Commission for Social Care Inspectorate bodies such as the necessary Local Authority / Trust (whichever is relevant).

SJD Homes adheres fully to *Standard 16* of the National Minimum Standards of the Children's Homes Regulation England (2001) whereby children know how and feel able to complain if they are unhappy with any aspect of living in the home. Children, and where appropriate their families, significant others and independent visitors, are provided with information on how to complain, including how they can secure access to an advocate. Where necessary, this access is to an advocate who is suitably skilled (e.g. in signing or in speaking the complainant's preferred language)

Aim

The aim of SJD homes complaints policy is to ensure that its complaints procedure is properly and effectively implemented, and that the Young Person, Parent or Carer's feel confident that their complaints and worries are listened to and acted upon promptly and fairly.

Goals

The goals of SJD homes are to ensure that:

- Young People, Parents and Carers and their representatives are aware of how to complain, and that each SJD Homes provides easy to use opportunities for them to register their complaints

- A named person will be responsible for the administration of the procedure
- Every written complaint is acknowledged within 2 working days
- Investigations into written complaints are held within 28 days
- All complaints are responded to in writing by SJD Homes
- Complaints are dealt with promptly, fairly, and sensitively with due regard to the upset and worry that they can cause to both staff and Young People.

Complaints Procedure

Oral Complaints

- All oral complaints, no matter how seemingly unimportant, should be taken seriously. There is nothing to be gained by staff adopting a defensive or aggressive attitude.
- Front line care staff who receive an oral complaint should seek to solve the problem immediately if possible.
- If staff cannot solve the problem immediately, they should offer to get the manager to deal with the problem.
- All contact with the complainant should be polite, courteous, and sympathetic.
- At all times staff, should remain calm and respectful.
- Staff should not accept blame, make excuses or blame other staff.
- If the complaint is being made on behalf of the child or young person by an advocate it must first be verified that the person has permission to speak for the service user, especially if confidential information is involved. It is very easy to assume that the advocate has the right or power to act for the child or young person when they may not. If in doubt, confirmation should be sought from the child or prior to discussing the complaint with the advocate.
- After talking the problem through, each manager or the member of staff dealing with the complaint should suggest a course of action to resolve the complaint.

If this course of action is acceptable then the member of staff should clarify the agreement with the complainant and agree a way in which the results of the complaint will be communicated to the complainant (ie through another meeting or by letter).

- If the suggested plan of action is not acceptable to the complainant, then the member of staff or manager should ask the complainant to put their complaint in writing to SJD Homes and give them a copy of this Complaint's Procedure and form for completion.
- In both cases details of the complaints should be recorded on a complaints form and handed to the Manager.

Written Complaints

- When a complaint is received in writing it should be passed on to the named complaints manager who should record it in the Complaints Book and send an acknowledgment letter within two working days. The complaints manager will be the named person who deals with the complaint through the process.
- If necessary, further details should be obtained from the complainant. If the complaint is not made by the child or young person but on their behalf, the consent, preferably in writing, must be obtained from the complainant.

- A leaflet detailing the procedure should be forwarded to the complainant.
- If the complaint raises a potentially serious matter, advice should be sought from a legal advisor to the SJD Homes. If legal action is taken at this stage any investigation by the SJD Homes under the complaint's procedure should cease immediately.
- If the complainant is not prepared to have the investigation conducted by the SJD Homes he or she should be advised to contact the necessary Local Authority / Trust be given the contact details.
- Immediately on receipt of the complaint the SJD Homes should launch an investigation and within 28 days should be in a position to provide a full explanation to the complainant, either in writing or by arranging a meeting with the individuals concerned.
- If the issues are too complex to complete the investigation within 28 days, the complainant should be informed of any delays.
- If a meeting is arranged the complainant should be advised that they may, if they wish, bring a friend or relative or a representative such as an advocate.
- At the meeting a detailed explanation of the results of the investigation should be given an apology if it is deemed appropriate (apologizing for what has happened need not be an admission of liability).
- Such a meeting gives the SJD Homes the opportunity to show the complainant that the matter has been taken seriously and has been thoroughly investigated.
- After the meeting, or if the complainant does not want a meeting, a written account of the investigation should be sent to the complainant. This should include details of how to approach the necessary Local Authority / Trust or if the complainant is not satisfied with the outcome.
- The outcomes of the investigation and the meeting should be recorded on appropriate documentation and any shortcomings in the SJD Homes' procedures should be identified and acted upon.
- SJD Homes should discuss complaints and their outcome at team meetings and complaints procedure should be audited by the manager every six months.

Training


The Service Manager is responsible for organising and co-ordination training.

All staff should be trained in dealing with, and responding to, complaints. Complaint's policy training should be included in the induction training for all new staff and in-house training sessions on handling complaints should be conducted at least annually and all relevant staff should attend.

Making a complaint to SJD Homes

The named complaints manager responsible for following through complaints at SJD Homes is Davina Powell. **This form below will always be at the front entrance of the home, which is accessible to children, young people, parent or carer, significant other and independent visitors.**

Please contact:

<p>Ms Davina Powell (Registered Manager) 20 Wiverton House SE26 5JY</p> <p>TELEPHONE: 07545373445 0203 5604262</p> <p>EMAIL: - davina.powell@sjdhomes.co.uk info@sjdhomes.co.uk</p>	<p>Joan Edwards (Responsible Individual) 20 Wiverton House SE26 5JY</p> <p>TELEPHONE: 07958532666 0203 5604262</p> <p>EMAIL: - sharon.powell@sjdhomes.co.uk info@sjdhomes.co.uk</p>
<p>It is important that you know you can also contact:</p>	
<p>Ofsted</p> <p>National Business Unit Piccadilly Gate Store Street Manchester M1 2WD Tel: 0300 1231231</p>	<p>Care Leavers Association</p> <p>40 Fountain Street 4th Floor Manchester M2 2BE United Kingdom Tel: 0161 826 0214</p>
<p>National Youth Advocacy Service</p> <p>If you are a child, young person, or ringing on behalf of a child, young person or vulnerable adult and need help, information, or advice, please contact freephone helpline or email help@nyas.net.</p> <p>HELPLINE: 0808 808 100</p>	<p>Making a complaint to Bromley</p> <p>Please contact: - Children's social care complaints Tel: 020 8461 7644 Civic Centre, Stockwell Close, Bromley, BR1 3UH</p>
<p>Children's Commissioner (help at hand)</p>	

Email - help.team@childrenscommissioner.gov.uk

Website - [Contact - Help at Hand](#)
(childrenscommissioner.gov.uk)

Telephone Number - 0800 528 0731

COMPLAINT FORM

<p>Your name:</p> <p>Your date of birth:</p> <p>Your address:</p> <p>I want to stay anonymous:</p>	<p>Date:</p>
<p>Please contact me by:</p> <p>Email (please give your email address) Yes/No</p> <p>Telephone (please give your mobile number) Yes/No</p> <p>Text (please give your mobile number) Yes/No</p> <p>Letter Yes/No (we will use the address above)</p>	<p>Date:</p>
<p>Detail of Complaint in Brief:</p>	<p>Signed:</p> <p>Dated:</p>

Action:	Signed: Dated:
Conclusion:	Signed: Dated:

