



<b>Policy No:</b> SJD/YP/07	<b>Authorised by:</b> Davina Powell	<b>Review Date:</b> 20th October 2023
<b>Policy Date:</b> 3rd April 2021		<b>Date of Next Review:</b> 20th October 2024
<b>COMPLAINTS BY YOUNG PEOPLE</b>		

## HOW TO COMPLAIN

You have a right to complain if you feel you are not being looked after properly at SJD Homes. If possible, talk to your key worker, any member of staff or Management at SJD Homes. You can also raise your concerns at your young person's unit meetings. It's likely they will be able to deal with your complaint.

However, if you feel you can't talk to them, speak to your Social Worker you can also ask to speak to their supervisor.

There are three separate possible stages to the procedure, and these are as follows:


- 1) You can make your complaint in writing, or staff will write your complaint down and once you have agreed that what they have written is correct you will be asked to sign it.  
We will tell your local authority social worker about your complaint, so they can decide if it needs to be dealt with through their procedures instead of ours.
- 2) A more senior member of staff will talk to you and anyone else involved about the complaint and try and sort it out.  
The result of your meeting will be written down and you should read it and decide whether you are happy with the outcome. We will try and do all of this in a week at most. If you are not happy your complaint will move to the next stage.
- 3) A senior member of staff who has not been involved before will look at your complaint. They will make a written report of what they find, and you will once again be able to read what is written and decide if you are happy with the result. This will take about two weeks. If you are still unhappy your complaint will move to the final stage.

## Named Person's

### Making a complaint to SJD Homes

The named complaints manager responsible for following through complaints at SJD Homes is Davina Powell

Please contact:

<p>Ms Davina Powell (Registered Manager) <b>20 Wiverton House SE26 5JY</b> TELEPHONE: 07545373445 0203 5604262 EMAIL: - <a href="mailto:davina.powell@sjdhomes.co.uk">davina.powell@sjdhomes.co.uk</a> <a href="mailto:info@sjdhomes.co.uk">info@sjdhomes.co.uk</a></p>	<p>Joan Edwards (Responsible Individual) <b>20 Wiverton House SE26 5JY</b> TELEPHONE: 07462652637 0203 5604262 EMAIL: - <a href="mailto:joan.edwards@sjdhomes.co.uk">joan.edwards@sjdhomes.co.uk</a> <a href="mailto:info@sjdhomes.co.uk">info@sjdhomes.co.uk</a></p>
<p><b>It is important that you know you can also contact the below services if you do not feel SJD Homes have dealt with your; complain:</b></p>	
<p><b>Ofsted</b> National Business Unit Piccadilly Gate Store Street Manchester M1 2WD Tel: 0300 1231231</p>	<p><b>Care Leavers Association</b> 40 Fountain Street 4th Floor Manchester M2 2BE Tel: 0161 826 0214</p>
<p><b>National Youth Advocacy Service</b> 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 <a href="mailto:help@nyas.net">help@nyas.net</a>. HELPLINE: 0808 808 100</p>	<p><b>Making a complaint to Bromley</b> Please contact: - Children's social care complaints Tel: 020 8461 7644 Civic Centre, Stockwell Close, Bromley, BR1 3UH</p>



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### **What happens next?**

We will let you know within two working days that we have received your complaint.

We will ask if you would like to talk to us.

We will find out what went wrong.

We will contact you to tell you what we have done within 28 days.

We will inform your Social Worker of your complaint and what we intend to do to resolve the matter.

### **What if I am still unhappy?**

If we have not answered all your questions and you still feel unhappy and feel we have failed to resolve your concerns, you can contact the services in the boxes listed above. These services can help you with your complaint.

