



MAKING COMPLAINTS & OFFERING SUGGESTIONS

Version: May 2023

Date of Next Review: May 2024

1. Introduction

This procedure documents the process that must be followed upon the submission of a complaint regarding the home or any persons working there or for Detail Personnel Care. Please note - This procedure does not apply to concerns in relation to a child who is in need of protection, these must be dealt with under the Safeguarding Procedure.

2. Prior to any complaints

All young people living in the home should be encouraged to provide feedback about the day-to-day running of the home and the support and services they receive. Young people are promoted to participate in decision-making and planning and are given the opportunity to share their wishes, views and feelings. It is important that young people living in the home feel able to take up issues or make a complaint without any fear that this will result in any adverse consequences for them.

Before a young person arrives at the home, they should receive a 'young person's guide' that contains easy-to-understand information on how to make a complaint or representation. This guide should be kept under review by the registered service manager and young people's comments should be sought before any revision. Young people living in home should be helped to understand how to make a complaint and how it will be dealt with. Young people should also know how to access an independent advocate who can help them to raise any concerns they may have, including supporting them to make a complaint.

The homes 'Statement of Purpose' should include the name of a person they should contact should they have a complaint (The registered service manager) and how they may access the homes complaints policy.

3. What is a complaint

A complaint may be made by anybody, a young person at the home or their family member or associate, a social worker or person acting on behalf of the young person, a visitor or contractor at the home, a neighbour or any other person that may have become dissatisfied with the service.

A complaint is an expression of dissatisfaction. It may be that a young person is unhappy about a particular aspect of their service or the response or treatment from a staff member. It may be that the services received are not appropriately implemented or there may be concerns about discrimination, punctuality or reliability or the condition of the property. All efforts should be made to resolve a complaint or representation at the earliest possible opportunity. A complaint could be about lots of different things and are not limited to those suggested above, these are just some examples.



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Any person that wishes to make a complaint should be informed who they should contact and how; and they are entitled to review a copy of the homes complaints policy, which should be shared upon request.

Complainants should be advised that complaints can also be directed to the Regulatory Authority (Ofsted) the Children's Commissioner Help at Hand Service or a social worker / Placing Authority.

<https://www.childrenscommissioner.gov.uk/about-us/contact/>

enquiries@ofsted.gov.uk **When Ofsted regulation of supported accommodation goes live there is likely to be a specific complaints email address for this sector. ADD THE LINK**

Complaints relating specifically to social workers, Independent Reviewing Officers, decisions around family contact arrangements or matters contained in Placing Authority Care or Placements Plans, should be directed to the social worker or consider using the Children's Social Care Complaints Policy within the placing authority.

4. Receiving Complaints

Complaints can be made in a number of ways, and the method used will likely depend on the nature of the complaint. Young people may consider speaking with a staff member at the home. This is often the simplest and quickest way to resolve any difficulties and is the suggested route for minor concerns or worries that relate to the day-to-day provision of services. For matters that cannot be immediately resolved staff should support the complainant to record their complaint in writing, for example, in an email, text or letter. These matters should then be directed to a DPC manager.

If the complainant feels unable or unwilling to speak with a staff member or feels this would not be appropriate then they too should direct their complaint to a DPC manager either by phone or in writing as detailed previously.

Any DPC manager or staff member receiving a complaint must notify the registered service manager with immediate effect either by email (Titled: COMPLAINT/HOUSE NAME: IMMEDIATE ACKNOWLEDGEMENT REQUIRED/DATE RECEIVED) and follow this with a call within office hours to clarify it has been received. The DPC manager/registered service manager should send an acknowledgement letter to the complainant within five working days.

Complaints may also be posted to the company head office address:

Detail Personnel Care, 1 Cliveden Office Village, Lancaster Road, High Wycombe, HP12 3YZ

Tel: 01727 220323 E: info@detailpersonnel.com



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Under NO circumstances should any person who is the subject of a complaint, have any part in the consideration or investigation of it's resolution, EXCEPT at the earliest stage where it may be resolved before progressing further. IE PRIOR TO BEING ESCALATED TO THE REGISTERED SERVICE MANAGER.

5. Recording complaints

A record must be made of the following information. This information must be shared with the registered service manager of the service so that the information can be collated.

A, Date complaint received

H, The date the registered service manager was consulted in relation to sections F & G, confirmation of their agreement and any comments

B, Who took the complaint

C, Who recorded the complaint

D, The date the registered service manager was informed

I, The date the outcome was shared in writing with the complainant

E, The date the acknowledgement letter was sent

J, (For residents) The date their placing authority has been notified of the complaint

F, The action taken in response to the complaint

K, In cases where Ofsted have been notified, the date the notification was made

G, The outcome of any investigation

The registered service manager must provide to the CIECSS upon request a statement containing a summary of any complaints or representations made during the 12 months preceding the date of the request and the action that was taken in response to each complaint or representation.

6. Resolving complaints

Where possible all complaints will be dealt with within 14 working days of receipt. The majority of complaints will be able to be dealt with quickly and with the minimum of disruption/distress to the complainant.

Where the complaint is of a more serious or complicated nature a DPC Manager will arrange to meet with the complainant and significant others as soon as possible and no later than 10 working days after the receipt of the complaint.

Any persons planning to take action and share an outcome to any complaint must first discuss the complaint, action and planned resolution with the registered service manager prior to sharing any outcomes with the complainant.



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In any case that gross misconduct is established or the nature of the complaint necessitates the involvement of the Police, DPC will consult with the appropriate authorities.

7. Appeals

Should you feel that your complaint has not been dealt with correctly, or the very nature of the complaint is of such seriousness that an independent party should become involved, then DPC encourages complainants to contact the Local Authority, and make your complaint via their complaints procedure. Alternatively, complainants are able to speak with their advocacy service, children's commissioner or organisations such as the Citizens Advice Bureau may also be able to assist you.

Appendix A

The Supported Accommodation (England) Regulations 2023

Regulation 7/ **The support standard**



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(2)—(1) The support standard is that children receive individual and tailored support that meets their needs. (2) In particular, the standard in paragraph (1) requires the registered person to—

(j) before a child arrives or upon a child’s arrival, ensure that the child is given a written guide, in an accessible format, containing information about—

(iii) how to make a complaint or representations in relation to the support and accommodation provided and how any such complaint will be dealt with;

and which the registered person must keep under review, seeking children’s comments before revising the written guide;

Regulation 9/ Statement of Purpose

(1) The registered person must compile a statement (“the statement of purpose”) which covers the following matters in respect of the supported accommodation undertaking—

(q) details of who to contact if a person has a complaint and how that person can access the complaints policy (see regulation 31);

Regulation 31/ Complaints and Representations

(1) Subject to paragraph (6), The registered person must establish a procedure for considering complaints and representations made by or on behalf of children.

(2) In particular, the procedure must provide that no person who is the subject of a complaint or representation takes any part in its consideration or investigation, except at the informal resolution stage if the registered person considers it appropriate.

(3) The registered person must ensure that a record is made of any complaint or representation, the action taken in response, and the outcome of any investigation.

(4) The registered person must ensure that no child is subject to any reprisal or detriment for making a complaint or representation.

(5) The registered person must provide to the CIECSS upon request a statement containing a summary of any complaints or representations made during the 12 months preceding the date of the request and the action that was taken in response to each complaint or representation.

Guide to the Supported Accommodation Regulations including Quality Standards



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Young people should be informed of how to contact the Office of the Children's Commissioner for advice and assistance about their rights and entitlements. For further information about complaints and advocacy for children and young people see [Get it Sorted \(2004\) Guidance on providing effective advocacy services for children and young people making a complaint under the Children Act 1989](#).

Advocacy and the rights of young people (page 41/42)

The registered person must ensure that young people have access to appropriate advocacy support, and where possible this should be provided by a person that the young person chooses. Looked after children and care leavers are entitled to an independent advocate to advise them and ensure they have the support needed to express their views, wishes and feelings about their care and lives, and if the young person wishes to make a complaint. Staff should signpost young people to advocacy support such as The Children's Commissioner's Help at Hand service. Further information about complaints and advocacy for children and young people can be found 42 in the guidance [Get it Sorted \(2004\) Guidance on providing effective advocacy services for children and young people making a complaint under the Children Act 1989](#).

Guidance (Page 46)

The Statement of Purpose should outline the package of support the young person should expect to receive from the service, including any floating support and/or support offered by external agencies. The registered person must ensure that young people understand how to make a complaint. The registered person must have practices in place for dealing with complaints, including recording them and notifying relevant authorities where necessary.

The registered person must keep the Statement of Purpose under regular review to ensure it remains young person focused and indicates how the service provides individualised support that meets the Quality Standards and improves outcomes for the young people it accommodates. Reviews should take into consideration any feedback and complaints by young people in the service so that any changes made have a positive impact on those affected by the change. Young people should be informed of, and given an explanation of any changes to the statement.

Producing a young person's guide (Page 42), Hearing the views of young people (Page 43)

Staff should encourage young people to share any concerns about their support or other matters as soon as they arise. Young people must be able and supported to take up issues or make a complaint



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and without any fear that this will result in any adverse consequences. Regulation 31 sets out the requirements on the registered person to have 44 a complaints procedure. Young people must be aware of this procedure and be reminded of it as necessary.