



CENTREPEACE HOMES Ltd

Complaints

Authorised by Elaine Randall	17th January 24	Issue number 2
Review Dates: January 2024 or earlier if needed. (Change history at end of document)		

This policy and procedure is written in accordance with **'The Supported Accommodation (England) Regulations 2023** following PART 6 'Notifications and complaints' – 'complaints and representations' 31. (1 – 6).

Purpose

Complaints are an opportunity to improve the quality and efficiency of the services Centrepeace Homes (CPH) provides to the children and young people they accommodate and will consider any complaint made by or on behalf of these young individuals.

This procedure will ensure that no person who is the subject of a complaint takes any part in its consideration or investigation, except at the informal resolution stage if the Registered Service Manager (RSM) considers it appropriate.

It will ensure all complaints are recorded with details of any response, action taken and outcome be available for inspection by Ofsted if required.

The RSM does not need to deal with any complaint made under the procedure in the Childrens Act 1989 and the Children Act 1989 Representations Procedure (England) Regulations 2006, however will ensure that a child is not subject to reprisals for making a complaint or representations under the Childrens Act 1989 procedure.

Statement

CPH strives to achieve the very best outcomes for its young people, and they are positively encouraged and supported to have their say and make suggestions about improving the care / support they receive.

CPH will

- always take complaints seriously and investigate them fairly.
- deal with complaints according to this procedure unless they are relatively minor and can be resolved informally.
- treat complaints confidentially.
- never discriminate against a young person for making a complaint.



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- ensuring the young person know of the existence of this policy, and how to make a complaint if they wish to do so.
- Make the complaint on behalf of a young person if they are unable or unwilling to undertake the process

Where possible staff should address concerns before they escalate to the level of a complaint, but should the young person continue to be dissatisfied, they should be given the opportunity to make an Informal or Formal Complaint - as set out below. If all other means of solving a potential complaint have been exhausted the following procedure must be followed on receiving a verbal or written complaint.

Procedure and Guidance

Definition of a complaint

A complaint is defined as an expression of dissatisfaction with regards to:

- The standard of service provided by CPH.
- Action or lack of action taken by CPH.
- Decision taken by CPH.

Complaints may be made orally or in writing (letter or email). When the complaint is made orally, CPH's understanding of the problem will, where necessary (in that the complaint has not or cannot be resolved informally) be summarised in the letter of acknowledgement.

Whistleblowing

In addition to this Complaints policy CPH have a clear process and procedure for 'Whistleblowing' and is shared with new staff as part of the induction process.

This is always available to staff and is present on the notice board in all premises.

Ofsted also have a dedicated 'whistleblowing' hotline on 0300 123 3155.

Young Person complaints

On / prior to arrival A 'young person's guide' is provided to all the young people who live with us and is available in hard / electronic copies.

This provides user friendly information on how to complain and who they should talk to if they do not feel they can approach a member of staff or management.

Typical 'complaints' page in the young person's guide is as follows:



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Having your say

Your feedback and opinion are very important to us.

Our service is shaped by you.

We are happy to hear your thoughts about CentrePeace Homes. You are able to provide feedback in a number of ways: -

1. Tell your Key Worker anytime or during your monthly reviews
2. Contact The Service Manager or Nominated Individual
3. Complete "survey monkey" short questionnaire that we email you



COMPLAINTS

We recognise that there may be occasions when you are unhappy with our care and service. We are committed to dealing with any problems that may arise as quickly and efficiently as possible in a fair, open and simple way.

All staff are trained in dealing with complaints and will make sure that you are given the written guidance on the procedures for making a complaint. We can support you to understand what to do. If your complaint is about your Key Worker you can contact their Manager and your social worker who will all be happy to help you.



Elaine Randall is The Registered person, responsible for monitoring, policies, procedures and people at CentrePeace Homes. You can contact her by emailing

elaine@centrepeacehomes.co.uk



Help at Hand

The Children's Commissioner's advice and assistance service for children in care, children who have a social worker or are working with social services, children living away from home and care leavers. Children, young people, or their advocates can [get in touch](#) with Help at Hand for free by phone, website or email.

Tel: 0800 528 0731

Website:

<https://www.childrenscommissioner.gov.uk>

Our approach

Informal Complaints

All staff are instructed to take complaints seriously and no person who is the subject of a complaint should take part in its investigation, except at the informal resolution stage, if the RSM considers it appropriate.

Where complaints are made orally, and the RSM feels that it is appropriate for person who is the subject of the complaint to take part - then staff are asked to try to resolve the problem immediately, and informally.

Staff are also instructed to make a note of the complaint in our 'Complaints and Compliments' log – stating date; time; name of person complaining; reason; any recourse; outcome.



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In every case the young person or complainant will be asked to confirm that they are happy with the response given. If they are not, then the matter must be treated as though it was a written complaint. In such cases, the registered person will record the details of the complaint. The essence of the complaint will be summarised in the subsequent letter of acknowledgement which will be sent to the complainant within 7 days.

Formal Complaints

All written complaints, or complaints made orally which have not been satisfied or are of a more serious nature, will be regarded as formal complaints and recorded in CPH's register of complaints.

All formal complaints will be handled by, or under the supervision of the RSM and or Nominated Individual (NI), unless the complaint is about one of these individuals, in which case the complainant will be referred to an external organisation as directed in our safeguarding policy.

Acknowledgement

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

Within 7 working days the complaint will be acknowledged in writing and an acknowledgement sent which will outline:

- the nature of the complaint,
- The process to be undertaken,
- The likely duration of any investigation or consideration aiming to resolve the matter quickly and efficiently.
- The name of the person who oversees the complaint.
- Sign posting to independent support for the young person/complainant to help them understand matters and advocate on their behalf if needed.

Written response

CPH will reproduce a written response that will contain:

- the nature of the complaint,
- the matters investigated and findings.
- Timeline including a follow up directly with the young person/ complainant, as to whether they feel that the matter has been dealt with appropriately, and to their satisfaction (within 10 days)



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If complaint satisfied - CPH write to the Complainant outlining what has been discussed and agreed.

If complaint not resolved - young person/ complainant will be advised in writing that they may seek external advice from independent agencies such as The Children's Commissioner, Helping Hand, young person's social worker, advocate and Ofsted. OFSTED, Piccadilly Gate, Store Street, Manchester M1 2WD
Tel: 0300 1231231

Dame Rachel De Souza
Childrens Commissioner
20 Greatsmith Street, London, SW1P 3BT
Telephone: 020 77838 330
Email info: request@childrencommissioner.gfi.gov.uk

Or the 'Help at Hand' team help.team@childrencommissioner.gov.uk
or freephone 0800 528 0731.

Records

Centrepeace will maintain records of all formal complaints, and details in relation to their outcome.

Reprisals

In line with Regulation 31 (4) The registered person must ensure that no child is subject to any reprisal or detriment for making a complaint or representation.

Learning from our mistakes

Every formal complaint is an opportunity to improve. Centrepeace will ensure that errors, mistakes or other omissions or failures are examined carefully to understand what needs to be done to prevent the same or similar incidents in the future.

Complaints about staff

Where a complaint is about the behaviour of a member of staff, and behaviour is found to be inappropriate, unprofessional, or abusive (for example), then CPH's formal disciplinary procedure will be introduced. Where appropriate, matters may also be referred to external bodies, such as the Disclosure and Barring Service, in cases of serious misconduct.

Independent scrutiny

On occasion and /or when required, to ensure a non-biased approach CPH may identify a third party to investigate the matter and report its findings.



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The registered person has access to peers within the Supported Accommodation and Childrens Residential Homes sector, National Association of Supported Accommodation Providers (NASAP) and a consultant for Quality Assurance specialising in Supported Accommodation and Childrens Residential Homes.

External Complaints

The organisation will investigate all complaints that are made directly to them.

If CPH is made aware of a complaint made on an external, public forum this will be investigated by an independent manager. This will only be undertaken if the complaint is specific in its nature and clearly identifies the premises and individuals concerned.

CPH will not investigate non-specific complaints made on public forums.

Adult complainants (i.e. the child's parents and the Placing Authority) must be given a copy of the homes complaints procedure. This complaints procedure is available to all persons working in the Home.

Occasionally, there may be the need for neighbours, local shopkeepers, the police etc. to make a complaint regarding matters concerning the home and/or the children in residence. We are fortunate insofar as having established excellent relations within the local community. However, it is necessary to have a procedure in place should the need ever arise.

The complaint must be heard, in the first instance, by the most senior staff member available (if a member of the management team is not available). A written record must be taken by staff and signed by both the complainant and the staff member, in order to have a formal record of the complaint. Depending on the nature of the complaint, resolution could range from an immediate apology to further investigation. If the complaint is of a serious nature, then the On call Manager MUST be informed immediately. The Complaints Procedure must then be implemented.

Change History

This complaints policy may require updates and amendments dependent on various factors. In order to ensure that a most accurate copy of the plan is maintained, the Registered Person (RP) has been assigned the responsibility for carrying out the annual review and maintaining the electronic master copy and distributing essential updates to relevant individuals.

Amendment No	Date	Amendment	Page No	Initials
01	17 th January 24	Procedure and Guidance – Whistleblowing’ – new section	2	ER



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02	17 th January 24	Procedure and Guidance – Whistleblowing’ – new section	2	ER
03	17 th January 24	Procedure and Guidance - Independent Scrutiny– new section	5	ER
04	17 th January 24	Change History – New Section	7	ER