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| Policies and Procedures  Comments, Compliments, Complaints and Whistle Blowing |

**Our commitment**

At White Orchid Care we aim to:

* Provide the highest standard of care to the children within our service
* To maintain positive working relationships with children’s families and the professionals we work with.
* To create a positive working environment for our staff team and have a culture where it feels safe to report.

We promote a culture where children, families, staff and other professionals are encouraged to express their views and concerns and know they will be actively listened to and that we will work towards solving the problem. Children, families and staff are reminded about their right to complain and are given information on how this can be done and what happens afterwards in their welcome pack.

Comments, compliments and complaints are an important part of helping us to fulfil these aims so we value this feedback immensely. We are committed to listening and responding professionally to any feedback and where needed taking action to improve or continue to develop our service.

**Comments**

Sometimes people may wish to give feedback but do not feel it fits into either a complaint or compliment category. We are more than happy to receive this kind of feedback and you can share this in a number of ways:

* Telephone and speak to a member of staff/manager
* Write us a letter or email
* Speak to a member of staff/manager directly

In addition to informal feedback we formally request feedback annually using an electronic questionnaire, from anyone involved with White Orchid Care. The response to this feedback will inform the development of our service plan for the year ahead. We aim to ensure that everyone’s views are taken into account and to address any issues that have been raised.

**Compliments**

We always strive for the best, so it is lovely to hear when we get things right. This again helps us to know what people who use our service feel and to influence our future practice. Compliments can be shared in the same way as comments:

* Telephone and speak to a member of staff/manager
* Write us a letter or email
* Speak to a member of staff/manager directly

Once we have received a compliment, we will be sure to identify all positive practice and share this with the staff team in order to influence future practice and ensure team or individual recognition where necessary.

**Complaints**

At White Orchid Care we aim to offer the highest standard of service, should you feel we have not achieved this then please do let us know. This enables us to address the issue and where needed make changes to ensure that we can improve our practice. Complaints can be lodged in several ways:

* Telephone and speak to a member of staff/manager
* Write us a letter or email
* Speak to a member of staff/manager directly

Once we have received a complaint the following process will be followed:

1. Manager and Responsible Individual will be notified.
2. Complaint will be investigated fully by a manager.
3. Written response will be sent to complainant within 7 working days.
4. Complaint will be fully logged, including the outcome in the complaints file.

Should the complainant not be happy with the response to their complaint they should immediately report this. The investigation will then be reviewed, and the complainant will be given details of external bodies they can take their complaint to.

If the complaint relates to the manager then the Directors and Responsible Individual will investigate the complaint.

**Complaints from children**

White Orchid Care understands that children can find it difficult to complain when they are not happy, especially about those who care for them so we have in place a locked box where children can write their concerns, complaints or views down and post it. At a suitable time, children are encouraged to talk about them with an adult of their choice and/or the manager. Children also have access to a phone which they can use to complain to an outside service such as the placing authority, Ofsted or Child Line. In addition, we ensure that all children have regular and unsupervised contact with someone external to the home e.g. their social worker, relatives (where appropriate), teachers, independent visitor. This allows them the space to talk openly with someone if they are unhappy with any aspect of their care. Children are reminded of how to complain during day to day discussions, in children’s meetings and details of how they can do this are contained within the Children’s Guide which they have a copy of. Ad hoc discussions with carers may highlight an area a child may not be happy and this will allow staff to revisit the complaints process to assist a child in identifying if they wish to raise a complaint as well as feeding back the information to the Manager in order to address the information shared to allow the child to feel heard and responded to.

**Whistle blowing**

As an employee of White Orchid Care if you believe that the home or an individual working within the home is involved in any wrong doing such as:

1. Committing a criminal offence
2. Failing to comply with a legal obligation
3. Endangering the health and safety of an individual
4. Environmental damage
5. Concealing any information relating to the above
6. Failing to follow policy and procedures
7. Acting in a manner that feels unsafe, uncomfortable or unprofessional

You should in the first instance report your concerns to the Manager, Responsible Individual or Director. The same process as used with complaints will be followed to ensure that the matter is dealt with efficiently and in a sensitive way.

The public interest Disclosure Act 1998 prevents you from suffering a detriment or having your contract terminated for ‘whistle-blowing’ and White Orchid Care fully supports this approach. We will ensure that in dealing with the reported issue you are protected and supported to ensure you feel safe and happy within your work. In any instance where you are required to provide information then you will be reminded that this information may be used to investigate situations. This MUST not prevent you from sharing your information but you can gain further advice about how the information will be shared and with whom. Where it is deems unsafe to share your information or not in the interested of the home and children’s safety then you have the right to say no to the information being shared with the person named as the concern. Management may also make this decision in you absence or where they deem it necessary. You MUST not withhold or delay in sharing due to a concern about how the information will be managed.

Our aim at White Orchid Care is to ensure that all staff feel able to discuss their views with managers and to feel confident that they will be protected and supported. However if you are not happy with the response that you receive or you feel unable to report it to the manager or director then you should raise the matter with the appropriate external body e.g. Ofsted, Police, Local Authority.

**Useful Contacts**

Milton Keynes Registered Manager: Sam Wallis

Tel: 01908

[749845](mailto:749845  Email: samanthawallis@whiteorchid-care.com)

[Email: samanthawallis@whiteorchid-care.com](mailto:749845  Email: samanthawallis@whiteorchid-care.com)

Director: Debbie Bavister

Tel: 01234 767432

Email: [debbiebavister@whiteorchid-care.com](mailto:debbiebavister@whiteorchid-care.com)

Marston Moretaine House Manager: Jenny Jones

Tel: 01234 767432

Email: Jennyjones@whiteorchid-care.com

Responsible Individual & Director: Richard Mills

Tel: 01234 767432/01908 749845

Email: [richardamills@hotmail.co.uk](mailto:richardamills@hotmail.co.uk)

If you wish to complain to an external body, please contact:

* Ofsted

Regulator for Children’s Residential Care Homes

White Orchid Care URN: SC465588

Email: [enquiries@ofsted.gov.uk](mailto:enquiries@ofsted.gov.uk)

Tel: 0300 123 1231

* Child Line – 0800 1111

* NSPCC - 0808 800 5000