



Making a Complaint

Clovelly House Home Complaints Procedure

August 2021



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Complaints Policy and Procedures

1. Mission statement

Clovelly House wants to provide everyone who is involved with the home with the best possible service and an essential part of this is feedback from people who use or observe our service, whether this is a compliment, concern or complaint. This includes children, their families, staff members, visitors and professionals. We are committed to providing all people who have an interest in the home with opportunity to provide this feedback and we will build on compliments, listen to concerns and respond to complaints.

2. Our Approach

Feedback is welcomed at any time, however we also actively seek input through a variety of methods including those below:

1. Children's meetings and key work sessions,
2. Children and staff surveys
3. Family and friends contact and surveys
4. Professional contact and surveys,
5. Staff supervision and informal comments
6. Reflective Practice and team meetings.

We are committed to providing an efficient service for everyone, and to do this we keep up to date with technology and employ a well-trained, dedicated staff team. However, we do recognise that in the best-run organisations things can sometimes go wrong. If you are not happy with the service you have received or someone is receiving from us, we would like you to tell us so that we can continue to improve our practice. We can only make these improvements if we know what things are not going well.

The home always takes complaints seriously and we deal with them in a uniform way. We will record all comments, compliments and complaints and we will acknowledge your complaint within three days. We try to provide feedback where possible within 10 days. However, if the matter is more complex, we will ensure we move towards resolution within a 1 month timeframe, with all complaints resolved within 6 months. However, it is also recognised that, on occasion, deadlock can occur or delays may occur due to involvement of external agencies.

Feedback can be provided to any member of staff, however more serious issues and complaints should be reported to any member of the senior leadership team, including Amy Hollingsworth, (Deputy Home Manager), Sarah Smith, (Home Manager), and/or Tamlyn Brink, (Bursar).

3. Quality Assurance

All compliments, concerns and/or complaints will be made available to the placing authorities and to regulatory bodies monitoring the home. An easy-to-read complaints leaflet is available for all children. All compliments, concerns and/or complaints will be brought to the attention of the senior leadership team at weekly meetings and will be reviewed by the Registered Individual, (Jennifer Collighan), as part of the ongoing quality assurance process.

Clovelly House will endeavour to resolve all concerns in a timely way and to the satisfaction of all parties. Investigations will be appropriate to the nature of any complaint, but from time to time, the parties involved may, in some situations, have different opinions. We will ensure that the needs of the children and their families are always at the forefront of our consideration when assessing these situations.



4. Protection from recriminations

Anyone who has raised a concern or made a complaint in good faith will be protected from recriminations. Confidentiality will be kept where it is necessary to protect an adult or child. All concerns or complaints will be recorded and written records will be kept securely, within GDPR guidelines, for any follow up action or for regulatory bodies to see.

5. Escalation

If, at any stage, you do not feel comfortable about speaking to anyone in the home, or you are not satisfied regarding the response to concerns raised, you can escalate to the RI, or you can go directly to OFSTED. (See below):

Jennifer Collighan
Registered Individual
Clovelly House
Merrylees Road,
Thornton,
Leicestershire. LE67 1AP
PH 07853852519

And/or

Contact OFSTED on: enquiries@ofsted.gov.uk or call on **0300 123 1231**.



COMPLAINTS TRACKING FORM page 2

What will be done about the complaint.

Horizontal lines for writing the response to the complaint.

Date referred to manager:

Outcome:

Horizontal lines for writing the outcome of the complaint.

Dates reported back to person: By:

..... By:.....

..... By:

Signed (person): Date:

Signed: (manager): Date:.....