# Complaints Policy

## This Policy should be read in conjunction with our:

* Allegations Against Staff Member Policy
* Confidentiality Policy
* Disciplinary and Grievance Policy
* Notification of Serious Events Policy
* Quality Assurance Policy
* Safeguarding Young People Policy
* Whistleblowing Policy

# Policy Statement

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|   | Policy AimsThis Complaints Policy sets out the values, principles and procedures underpinning Ioi Support's approach to receiving, handling, and responding to complaints we receive about our service or staff from or on behalf of young people in our accommodation.The Policy has been designed to ensure compliance with all relevant guidelines and UK legislation, including the Supported Accommodation (England) Regulations 2023, the Children Act 1989 Representations Procedure (England) Regulations 2006, the Public Interest Disclosure Act 1998, and Data Protection Act 2018. |

As a provider of supported accommodation, Ioi Support recognises the importance of providing clear, accessible channels through which young people can give feedback and raise concerns about the service they receive. Young people should be made aware of their right to make a complaint at any time without any repercussions and feel assured that their feedback will be properly managed, considered, and investigated where necessary.

Under Regulation 31 of the Supported Accommodation (England) Regulations 2023, the registered person must establish a procedure for considering complaints and representations made by young people. Our complaints and compliments procedures, designed in accordance with governmental guidance on children's statutory complaints process, are implemented to maintain and continually improve the quality of service provided by Ioi Support and protect the safety and welfare of our young people by ensuring that effective and appropriate action is taken upon receipt of complaints.

A key consideration is to decide flexible within the parameters of these procedures, treating each complaint according to its individual nature, with a focus on satisfactory outcomes, organizational learning, and those lessons leading to service improvement.

This Policy applies to anyone associated with Ioi Support making or receiving a complaint about any services we provide or persons we employ. The procedure covers how to file and escalate complaints, as well as the responsibilities of the Registered Person and any other parties called upon to investigate a complaint where applicable.

We welcome complaints, we learn from them and use them to improve our service. We are always willing to listen and will do our utmost to resolve any concerns about the home or staff, if we are unable to resolve the complaint, we will explain how to take the complaint further.

# Principles

Complaints about service quality are viewed positively as opportunities to improve aspects of the services provided by Ioi Support.

Complaints or allegations involving Ioi Support staff will be investigated impartially and always place priority on the safety of young people. No young person will be subject to any reprisal or detriment for making a complaint.

Most complaints will be dealt with internally via the three-stage children's statutory complaints procedure; however, if an issue cannot be resolved within Ioi Support, or the complainant is unsatisfied with the outcome of the internal process, complaints should be escalated to the Local Government Ombudsman, Safeguarding Partnership or Ofsted (see Escalation section).

If a complaint or concern is an allegation or suspicion of mistreatment or exploitation (e.g. neglect, physical/emotional/sexual/financial abuse, bullying or harassment), it should immediately be notified to the Designated Safeguarding Lead (DSL) and investigated following the appropriate Safeguarding procedures (see Recourse to other procedures section).

Any disclosure of physical or sexual abuse or criminal or financial misconduct must be reported to the DSL and to the necessary authority, even if the person does not want to make a formal complaint.

In any case involving a vulnerable person, including threats of self-harm and/or harm to others, all staff should implement effective Safeguarding policies and practices and make a referral to the local safeguarding partnership or social services where appropriate.

**Roles and Responsibilities - Complaints Manager**

The Complaints Manager is **Claire Salter**, they will:

1. Act in the best interest of the young person.
2. On receiving a complaint, aim to see the affected young person without delay or within 3 days (or the complainant if they are not the young person).
3. Notify and consult with the appropriate line managers about further managing the complaint including:
	* Any necessary interim action in relation to the affected young person, the complainant and the person who is the subject of the complaint, if appropriate.
	* Consideration of any other established procedures to be implemented such as Child Protection / Safeguarding and Disciplinary Procedures and involvement of the Police and/or other agencies. Outcomes of such processes should be recorded on the complaint file. The young person should be informed of the process being followed by the Registered Person.
	* Arranging for the appointment of an advocate to negotiate directly on resolving the complaint or to support the young person through the formal procedure.
	* Keeping a complete record of all complaints received and how they are dealt with, including the outcome.
	* Reporting to the Director on complaints received, how they have been dealt with and the results and identify any key issues affecting young people.

**Responsibility of the Registered Service Manager**

The Registered Service Manager (RSM) will ensure that full records are made of all complaints, actions taken in response, and investigation outcomes, and that these records are kept securely in line with data protection legislation.

The RSM will provide to inspectors upon request a statement containing a summary of any complaints or representations made to Ioi Support during the past 12 months and the actions taken in response.

Keeping clear and accurate records of complaints is important, and these should be retained for a period of 10 years. All complaints will be managed in the strictest confidence, in line with our Confidentiality Policy as well as our obligations under the Data Protection Act 2018, Human Rights Act 1998, UK General Data Protection Regulations (GDPR) and any other legal obligations. Confidentiality will be maintained so that only managers and staff who are leading the investigation know the contents of the case. Anyone disclosing information to others who are not directly involved in the case should be dealt with under disciplinary procedures. Information will not be disclosed to third parties unless the complainant or representative who has provided the information has given consent to the disclosure of that information. However, information will be disclosed if it is in the best interests of a young person, or for the protection, safety, or well-being of a young person or vulnerable adult. In these circumstances, referrals should be made in line with Ioi Support's Safeguarding procedures.

# Making a Complaint

Ioi Support welcomes complaints from any stakeholder who is unsatisfied or identifies a problem with our service. Complaints may be made by:

* Young people or advocates
* Parents/guardians or carers
* Social workers
* Accommodating authority
* Staff
* Members of the public

Complaints can be made about a variety of issues, including but not limited to:

* Unwelcome or disputed decisions
* Concerns about quality or suitability of a service
* Delays in decision-making or provision of services
* Delivery or non-delivery of services (including the complaints procedure itself)
* Quantity, frequency, change or cost of service
* Staff conduct or behaviour
* Application of eligibility and assessment
* Impact on a young person of the application of a Local Authority policy
* Assessments, reviews, or care management.

Complaints can typically be made within 12 months from the date when the event or subject of the complaint came to the notice of the complainant; however, Ioi Support may still consider the complaint if there are good reasons for the complaint not being made within 12 months, and it is possible to investigate the complaint fairly.

If you wish to make a complaint, you can notify any member of staff at Ioi Support, either in person, over the phone, via post or email, or by filling out a complaint form. You should specify if you wish for the complaint to be dealt with formally or informally. Formal complaints are more thoroughly investigated but will take longer to resolve than informal complaints. The notified staff member will report your complaint to the RSM who will coordinate a response. You should expect to be regularly consulted and updated throughout this process and in any investigation that proceeds. You should also receive guidance and advice through the different steps that you or Ioi Support can take.

All young people receiving support from Ioi Support are made aware of their entitlement to make complaints and the steps they can take to do so. Our complaints procedures are made available to all young people on their admission.

# Stage 1: Local Resolution

Any staff member receiving a complaint about the service must listen carefully and make a record of the concerns raised and proceed in accordance with Stage 1 of the statutory children's complaints procedure. Complainants should be informed of their entitlements under the Complaints Policy.

Young people will always be encouraged to make complaints themselves if they are competent and feel able to do so, but this may not always be the case (e.g. if the young person has social or communication challenges that make it difficult to express their concerns). If the person making the complaint is not a young person receiving the service, the staff member receiving the complaint must first confirm that the young person agrees with the claims and consents for the complaint to be made on their behalf.

Complaints about service quality, performance or interpersonal issues should be dealt with informally in the first instance. Any staff member who receives an informal complaint should inform the relevant line manager, who can then arrange for a suitable quick resolution e.g. a meeting to clear up conflicts or training to improve performance. If informal measures fail to resolve the issues, or for more serious concerns involving misconduct, Ioi Support should follow the formal complaints procedures (and/or the safeguarding or disciplinary procedures, where appropriate).

 Individuals wishing to make a formal complaint should be listened to and taken seriously and provided with a complaint form to complete. The complainant should be assured that they will be supported throughout the formal process and, as far as the policies allow, their confidentiality will be maintained. Formal complaints can be made by the complainant directly or via an advocate, in any of the following ways:

* Filling out the complaint form
* Writing a personal letter of complaint
* Sending an email
* Verbally, either in person or over the telephone — in this event, the person receiving the complaint must also make a written record of the complaint, which the complainant should then sign in agreement if present, or which is sent out to the complainant to be signed and returned to Ioi Support in a pre-paid envelope.

A written record of the complaint must be made within 24 hours of receipt. Completed complaint forms should be sent to the Registered Person.

Formal complaints will be considered under Stage 1 of the statutory procedures. Any staff member receiving a formal complaint must send a copy of the complaint to the RSM immediately, or, if the complaint relates to the RSM, another appropriate person will be chosen to deal with the complaint (e.g. the Director, Local Authority Designated Officer (LADO), out-of-hours duty manager, etc).For complaints involving specific members of staff, arrangements will be made to ensure those members are not involved in formal consideration or investigation of the complaint. The young person must be advised if any of the issues are outside of the remit of Young People Representations. It is necessary to determine the best measures and outcome(s) to resolve their complaint.

The RSM or whoever is overseeing the complaint should send a formal acknowledgement to the complainant as soon as possible and within 2 working days of receipt, with their contact details and projected timescales for resolution. They will then contact the complainant directly within five working days with the following information:

* An action plan for addressing the complaint - e.g. review, investigation, etc.
* Realistic timescales within which the complaint will be managed and timescales for responding
* Any further relevant information regarding the process
* An offer to discuss the complainant’s expectations and desired outcome further
* Details of independent advocacy services e.g. the Independent Complaints Advocacy Service or Voice Ability.

A young person or representative who has made a complaint should expect to receive:

* Regular updates on progress/steps taken following their complaint.
* The full cooperation and flexibility of Ioi Support management, and the best approaches to resolve the issue.
* Assurance of a thorough investigation and a full explanation of the findings (where possible and appropriate).
* Assurance that action has been taken to address/resolve the issue and prevent further incidents.
* Information on what the organisation has learnt and how things will change because of the complaint.
* A solution or support to deal with any impacts or consequences of the issue raised

Ioi Support management will monitor the progress of the complaint and ensure that timescales are met.

The manager for each team must keep a record of complaints dealt with at Stage 1 and their outcomes. This record should be shared with the RSM.

The maximum period of time for a complaint to remain at Stage 1 is 10 working days (or up to 20 working days in prescribed circumstances with the agreement of the complainant). If the matter is not resolved satisfactorily within ten working days, the complaint may be advanced to Stage 2 (Investigation) of the statutory complaint’s procedure.

## Recourse to other procedures

If, during the complaints process, it becomes apparent that the issue may be subject to safeguarding or disciplinary action, the normal complaints procedures will be suspended and the appropriate procedures invoked by the Registered Person.

Any complaint received by Ioi Support that implies a safeguarding issue (e.g. mistreatment, neglect/abuse, criminal or sexual exploitation, missing young person, self-harm/suicide, etc.) must be reported to Ioi support’s Registered Person. They will oversee any investigation that follows and make referrals to the appropriate authorities, such as the Local Safeguarding Children's Partnership, Social Services, and/or the Police.

Outcomes of safeguarding or disciplinary procedures should be notified to the Registered Person to record and include in outcomes reports.

For more details, refer to Ioi Support's designated Safeguarding Policies.

# Stage 2: Investigation

Consideration of complaints at Stage 2 is normally achieved through a formal investigation, conducted by an Investigating Officer and an Independent Person appointed by the Local Authority. An investigation may be requested by the complainant or may be considered the best course of action where the complainant and Local Authority agree that Stage 1 is not appropriate.

Usually, the issues raised will be the same as those expressed in Stage 1, but the complainant may also raise further issues. The investigation should be proportionate to the nature and severity of the complaint. The RSM (or appointed senior individual) is responsible for deciding whether a new complaint should be dealt with under Stage 1 or Stage 2 processes.

Once the Stage 2 complaint is received, an Investigating Officer and Independent Person will be appointed to conduct a formal investigation. The RSM will ensure that a copy of the complaint is sent to any staff member named in it and their line manager (unless doing so would prejudice the investigation, in which case the decision should be informed to the relevant senior manager).

The investigation stage aims to better understand the nature of the issue, the legitimacy of the complaint, and potential solutions. Investigations may involve interviews or discussions with all parties involved in the complaint. Records of interviews must be kept with all other paperwork relating to the complaint.

The Investigating Officer must maintain regular contact with the complainant, informing them of developments and any material changes in the process (e.g. changes to how the investigation is being conducted, or to the timescales previously given), and arranging a meeting to agree a Statement of Complaint.

If the complaint suggests serious or gross misconduct on the part of specific staff, those staff should be suspended with pay for the duration of the investigation, to maximise the efficiency and objectivity of the process.

The complainant can expect the investigation to be complete no later than twenty-eight working days after receiving the action plan and original timescales.

Based on the outcome of the investigation, the Investigating Officer will produce a report making recommendations about action to be considered and will send a copy of this report to the Director along with supplementary information provided by the Independent Person.

A copy of the report and supplementary information with be sent to the relevant manger/any staff member named in the complaint.

Ioi Support will then inform the complainant of the outcome of the investigation. This may be done in person or in writing; however, in all cases, a formal written response must be provided to the complainant and/or their advocate. The formal response must include all of the following:

* Copies of the Investigating Officer's report, supplementary information, and any response from the Local Authority
* Full details of the investigation process
* An apology or statement of regret on behalf of the company and/or specific staff, where appropriate
* A factual explanation of the conclusions of the investigation, and how these conclusions were reached
* Whether the complaint is upheld, in full or in part (based on an evaluation of provided evidence and reasons)
* Any remedial action that Ioi Support considers appropriate and/or lessons learned
* Confirmation that Ioi Support believes that satisfactory action has been or will be taken
* Details of how to request a review of the decision in line with Stage 3 of the statutory complaint’s procedures.

All documentation relating to the complaint will be passed to the Registered Person for filing. The RSM will monitor the outcome of the complaint in terms of the complainant's/young person's satisfaction with the process and result, and the implications for future service delivery and training.

## Staff named in complaints

All documentation relating to formal investigations will be stored securely in the case file. Members of staff named in the complaint (personally or by role) should be informed of the complaint and offered support from their relevant line manager (without compromising accountability). Any investigation into a member of staff should be comprehensive, fair, and timely, and should not apportion blame but seek only to improve. Several supports are available for staff, including the line manager, Registered Person, and peer support.

Where the investigation indicates a competence issue, the relevant staff member(s) should undergo supervision, training, and appraisals to improve their performance.

Where the investigation indicates wilful negligence or improper conduct, the relevant staff member(s) will be subject to disciplinary procedures.

Where the investigation indicates gross misconduct, abuse and/or unlawful activity, the relevant staff members will be subject to dismissal and any relevant legal proceedings, such as making reports to Local Authorities and Safeguarding Partnerships, police and regulatory bodies, and disclosure and barring referrals.

# Stage 3: Review Panel

If the complainant is not satisfied with the outcome of the investigation, they are entitled to request a review within twenty working days. Requests for review should be made to the RSM and will be acknowledged in writing within two working days of receipt. Ioi Support will put together a Review Panel in accordance with Stage 3 of the statutory children's complaints procedures. The Review Panel should be made up of three independent people who are not employees or elected members of Ioi Support or spouses/partners thereof. One member of the Review Panel will be appointed as a Panel Chair. The Panel Chair should not have been employed or elected by Ioi Support within the last three years.

The Panel will hold a formal meeting within thirty working days of the review request. The purpose of this meeting is to further analyse the circumstances of the complaint and investigation and provide independent recommendations for resolution.

The complainant should be invited to the Panel meeting and notified of the planned date, time, and location at least 10 working days in advance. The Stage 2 investigators should also be invited to attend. The Panel Chair is responsible for making final decisions on attendees, including asking the Local Authority to send specific staff members to provide specialist advice and opinion.

Panel papers should be sent to all Panel members and attendees as soon as agreed by the Chair, and at least ten working days before the meeting. Panel papers should include, where relevant:

* Information on Stage 1
* Stage 2 investigation reports
* Local Authority's adjudication
* Any relevant Policy, practice, or guidance information
* Any comments submitted by the complainant to the Panel
* Information on any local practice around Review Panels such as conduct, roles and responsibilities

The recommendations made by the Review Panel should be recorded in writing and copies sent to the complainant and RSM within five working days.

The RSM must respond to the recommendations and inform the complainant of the decision(s) made regarding the complaint within fifteen working days, explaining the reasoning for said decision(s).

Complainants should be advised of their right to escalate their complaint if they are still not satisfied by making representations to the local Ombudsman.

# Escalation

Internal resolution is the best approach in most cases, and wherever complaints should be addressed within Ioi Support via the statutory complaint’s procedures. If, for whatever reason, the issue cannot be resolved within the organisation, or if the complainant is either unable to contact the relevant manager or unsatisfied with how Ioi Support has managed their complaint, they are entitled to escalate the complaint externally.

Complaints can be referred to various external bodies depending on the nature and urgency of the issue, such as the Local Government & Social Care Ombudsman (LGO), Ofsted, or the Local Safeguarding Children Partnership (SCP). The following paragraphs outline how you can escalate a complaint if you are a young person or advocate, family member, or member of the public who is not satisfied with the outcome of the statutory complaint’s procedures.

## Local Government & Social Care Ombudsman (LGO)

You can complain to the LGO for free within 12 months of becoming aware of the issue, provided you have already gone through the Ioi Support complaints process, or tried to but were unable to make meaningful contact with Ioi Support within a reasonable time. Please note that the LGO cannot investigate any issue that has gone through a legitimate appeals process.

Complaints are registered by creating an online account and filling out the online complaint form on the LGO website: complaints.lgo.org.uk/complaint-form. Your account will need to be verified through an email address and SMS text message. The complaint form will ask you to explain the nature of the issue and demonstrate how this has significantly impacted you and why you are not satisfied with Ioi Support's response. You will need to provide a copy of the last written correspondence you received from Ioi Support after considering your complaint. Only if you cannot use the online complaints form, you can register a complaint via telephone or post (see Contacts section).

Upon receiving your complaint, the LGO will consider the details you provided to assess whether they can or should investigate based on the nature, seriousness, and impact of the issue. You will be regularly updated throughout this process. If an investigation is deemed necessary, the complaint will be passed on to an impartial investigation team, whose details will be sent to you. The investigators may ask you or Ioi Support for more information to aid the investigation.

After examining the evidence, the LGO will share a draft decision with you and invite you to comment or provide any extra details for consideration before the decision is finalised. You will be notified of the final decision and sent a short report explaining the reasons behind the decision.

If the LGO decides that Ioi Support is at fault, they will recommend how Ioi Support should put things right for you and any other people affected by the problem. For instance, Ioi Support may be asked to:

* Issue an apology
* Make or reconsider a decision
* Provide a service that you should have had
* Take steps to improve company procedures

The decision will be published, but all persons involved will be anonymised.

The LGO's final decision cannot be appealed, but you can apply for a review within one month if you can prove the decision was based on flawed evidence, or new information has arisen which affects the decision.

## Ofsted

As the governmental regulator, Ofsted cannot investigate concerns or resolve disputes between complainants and providers. However, they can consider complaints and use them to inform their inspection and regulation of the service. If you believe that Ioi Support is not following its requirements as a registered provider of supported accommodation, and you are not satisfied with the outcome of the internal complaints process, you can contact Ofsted at or 0300 123 1231 and tell them about your concerns. You should provide details of key people involved, dates and times, and copies of all written complaints you made about the issue.

Examples of information that Ofsted will want to know about include:

* Specific young person(s) at a risk of harm (e.g. allegations of abuse within the service)
* Wider or systemic safeguarding failures (e.g. high numbers of unallocated cases)
* Young people not receiving the right quality of support (e.g. missing routine medical appointments)
* Service not meeting regulatory requirements (e.g. the Registered Manager is misusing resources)

Ofsted will review the information you provide along with other intelligence they have about the service to guide decisions about how to inspect or regulate the service. You will receive written confirmation of the receipt via email or post and may be contacted again for further information. However, you will not be personally notified of any actions that Ofsted take. Ofsted may take a variety of actions depending on the nature and urgency of the concern, for instance:

* Refer the matter to the Local Safeguarding Children's Partnership for urgent attention
* Contact an appropriate person at the service and request they make enquiries and provide more information
* Revise the date/time and focus of the next planned inspection
* Keep the information for follow-up at the next planned inspection
* Keep the information for provider assessments
* Carry out a regulatory inspection.

Please note that if you are an employee of Ioi Support wishing to raise concerns about the service, Ofsted has a dedicated whistleblowing line; see the Whistleblowing section for further details.

## Local Safeguarding Children's Partnership (SCP)

Upon receiving any complaint that relates to a safeguarding issue, Ioi Support will investigate it as soon as possible via our formal Safeguarding procedures, including making referrals to the Local Authority, Social Services, or Police where appropriate. However, if, at the end of this process, you feel that Ioi Support has still not taken sufficient steps to investigate or protect the young people affected, you should contact Hampshire Safeguarding Children Partnership at Telephone : 01962 876355 or Email address: hscp@hants.gov.uk .You should provide as much information as possible, including the nature and urgency of the concern, person(s) involved, how the service handled the complaint and why you believe there is still an outstanding safety concern.

This advice applies to non-emergencies only. If a young person is in immediate danger, call 999.

# Whistleblowing

If you are a worker or former worker of Ioi Support, you are entitled under whistleblowing law to raise concerns internally or externally about potential wrongdoing or malpractice at the organisation. Any whistleblower who makes a good-faith disclosure to a regulatory body is legally protected from reprisal or negative consequences of making the disclosure. To raise concerns, you can call Ofsted's whistleblowing hotline on 0300 123 3155 or emailwhistleblowing@ofsted.gov.uk. You can also contact the National Society for the Prevention of Cruelty to Children (NSPCC) Whistleblowing Advice Line on 0800 028 0285 for free advice and support.

For more information, refer to Ioi Support's Whistleblowing Policy.

# Monitoring and Evaluation

The complaints coordination team will log the process of each complaint (formal or informal), enabling results to be reviewed on a regular basis by the registered service manager. The manager will regularly review complaints in detail and monitor compliance with the complaint’s procedure monthly.

Ioi Support will demonstrate the use of feedback to learn and improve.

Furthermore, Ioi Support will produce an annual complaints report, including the following information:

* Number of complaints received
* Number of complaints upheld (considered to be based on solid evidence or good reasons)
* Issues and key themes that the complaints have raised
* Lessons learned
* Actions taken or being taken to improve services as a result of the complaints made
* Number of cases being considered or referred to the external Ombudsman
* Equality impacts data
* A report for the registered manager identifying of trends and highlighting issues for audit.

Annual complaints reports and summary statements will be made available to Ofsted inspectors upon request.

# Quality Assurance

Ioi Support will monitor both the effectiveness of the complaints process and how complaints information is being used to improve services and delivery of care. A system will be established to:

* Disseminate learning from complaints across the organisation
* Include the use of complaints procedures as a measure of performance and quality
* Use complaints information to contribute to development and service planning.

# Compliments

Ioi Support welcomes all kinds of feedback. Any young person or other stakeholder can complement a member of staff, a department or Ioi Support as an organisation. Compliments are passed on to staff and management and are used to identify areas of good practice so we can keep it up and continue to learn. Compliments can be submitted verbally or in writing to any member of staff, who will then forward this to the relevant managers.

# Training and Awareness

Ioi Support will monitor and ensure that all staff and young people in the service are aware of our Complaints Policy and procedures, through staff training, meetings, and reviews, and as part of the Young Person's Guide provided upon admission. Staff will be notified of the release of this document and any subsequent updates to this Policy. Notification of this document will be included in the all-staff email bulletin and staff briefings. Managers will receive training for the implementation of this Policy as appropriate. A training needs analysis will be undertaken with other staff affected by this document and any appropriate training will be provided to staff as required.

# Key Contacts

In an emergency, call 999.

In non-emergencies, you can call the police on 101 for free or report the crime online at:

The Complaints Manager and the Designated Safeguarding Lead for Ioi Support is the Registered Service Manager Claire Salter who can be contacted by e-mail on Claire.salter@ioisupport.com or 31 Wavell Way, Winchester, Hampshire, SO224EQ.

**Hampshire Safeguarding Children Partnership**

You can find them at https://www.hampshirescp.org.uk/

* Telephone: 01962 876355
* Email: hscp@hants.gov.uk
* Website: www.hampshirescp.org.uk

## Local Authority Designated Officer (LADO)

If it is alleged that a person who works with children has:

•Behaved in a way that has harmed, or may have harmed, a child.

•Possibly committed a criminal offence against, or related to, a child; or behaved towards a child or children in a way that indicates they may pose a risk of harm to children

•Behaved or may have behaved in a way that indicates they may not be suitable to work with children.

The manager should complete a LADO notification form via the below website address and without delay, e-mail it to the Local Authority Designated Officer (LADO). A telephone call should also be made as it should not be assumed that the email has been received.

* Telephone: 01962 876364
* Email: child.protection@hants.gov.uk
* Website: https://www.hants.gov.uk/socialcareandhealth/childrenandfamilies/safeguardingchildren/allegations#step-3

## Ofsted

* + Telephone: Whistleblowing hotline: 0300 1233155 (8am to 6pm, Monday to Friday)
	+ Email: Whistleblowing: whistleblowing@ofsted.gov.uk
	+ Write to: WBHL, Ofsted, Piccadilly Gate, Store Street, Manchester, M1 2WD
	+ Website: https://www.gov.uk/government/publications/whistleblowing-about-childrens-social-care-services-to-ofsted/sharing-concerns-and-information-with-ofsted-about-childrens-social-care-services#concerns-and-complaints

## Local Government & Social Care Ombudsman (LGO)

* Complete the online complaint form: https://www.lgo.org.uk/make-a-complaint
* Telephone: 0300 061 0614 (Mon/Wed 1pm-4pm; Tues/Thurs/Fri 10am-1pm)
* Postal address: PO Box 4771, Coventry CV4 0EH

## National Society for the Prevention of Cruelty to Children (NSPCC)

Charity working to tackle child abuse and offer guidance to parents and professionals across the UK

* Telephone: 0808 800 5000 (10am-4pm Mon-Fri)
	+ Whistleblowing Advice Line: 0800 028 0285 (8am-10pm Mon-Fri; 9am-6pm Sat-Sun)
* Address: Weston House, 42 Curtain Road, London EC2A 3NH
* Website: nspcc.org.uk
* More contact details: nspcc.org.uk/about-us/contact-us

## Children's Commissioner

The Children's Commissioner for England, Dame Rachel de Souza, promotes and protects the rights of children and young people and advocates for their views and interests.

* Telephone: 0800 528 0731
* Email: help.team@childrenscommissioner.gov.uk
* Address: Children's Commissioner for England, Sanctuary Buildings, 20 Great Smith Street, London SW1P 3BT
* Website: childrenscommissioner.gov.uk

## Coram Voice

Rights advocacy organisation for children and young people in care, care leavers or other young people who have or need a social worker in England.

* Telephone: 020 7833 5792
	+ Advocacy Helpline: 0808 800 5792
	+ SMS: 07758 670 369
* Email: info@coramvoice.org.uk
* Address: Coram Voice, Coram Campus, 41 Brunswick Square, London WC1N 1AZ
* Website: coramvoice.org.uk

## Citizens Advice

Independent charity network offering free confidential advice on citizen's and consumer rights

[add details of local Citizens Advice - you can find them athttps://www.citizensadvice.org.uk/about-us/contact-us/contact-us/search-for-your-local-citizens-advice]:

* Name: Winchester Citizen’s Advice
* Address: City Offices, Colebrook Street, Winchester, Hampshire, SO23 9LJ
* Telephone: 0808 278 7861
* Email: advice@cawinchesterdistrict.org.uk
* Website: https://www.citizensadvicewinchester.org.uk

## Childline

Free confidential support for young people under nineteen in the UK

* Telephone: 0800 1111
* Website: www.childline.org.uk

# Policy Monitoring and Review

Compliance with this Policy and its procedures will be monitored by the Registered Manager, together with independent reviews by both internal and external audit on a periodic basis.

The Registered Manager is responsible for the monitoring, revision, and updating of this Policy.

This Policy will be kept under review considering operational experience and national guidance. The first review will take place one year from adoption, and positive action will be taken to resolve any issues.

# After reading this Policy, you should be able to:

* Understand what the complaints procedure is and how it operates;
* Understand how the Complaints Policy operates at Ioi Support and have an awareness of the actions we take in preventing, identifying, and reporting concerns;
* Understand the role you play in the Complaints Policy.

If you have not understood any of these points, please ask your line manager or trainer for further help.

# Authorisation and Signature

This Policy is the authorised version agreed by the directors of Ioi Support.

All employees are expected to follow this Policy and failure to do so could result in disciplinary action.



Director’s Signature

Claire Salter

Director