



38.6 SOLUTIONS

Complaints Policy and Procedure

38.6 Solutions Group is committed to providing high quality service delivery which is attuned to placing all families at the forefront of their service. However, we understand there may be times when residents may be unhappy and wish to make a complaint, we therefore provide a complaints procedure. The complaints procedure is shared with parents within the parental welcome pack, in two formats, and verbally given at the induction meeting and initial 1-2-1 meeting with the Key Worker.

We also acknowledge that there may be some occasions when residents experience conflict with other residents. In the first instance, we would look to resolve any issues through mediation and house meetings chaired by senior staff or a member of the management team. Should the matter continue we would move to a discussion with both residents and the referring authority representative. Any feedback or complaints are used to evaluate and update our service.

Director Karen Waring,(Manager of Bath House & Responsible Individual);

karen.waring@38-6solutions.co.uk/07736472653

Director Phillippa Hughes (Manager of Elwy House);

Phillippa.hughes@38-6solutions.co.uk/07958595157

Independent Visitor Ann Armstrong annemiaarmstrong@icloud.com.

Informal Complaint:

Complaints can be made either verbally or in writing. We will endeavour to resolve the matter as soon as it is received by contacting the resident and having an open and honest discussion as soon as possible. 38.6 Solutions Group aims to resolve the issue with the individual at the time the issue arises or approach the individuals as soon as it reasonably possible. Our aim is to resolve the issue at this stage.

Stage 1:

Our aim is to have resolved all complaints at this stage. Residents are encouraged to share exactly what the issue is and how they would like us to resolve the issue. 38.6 Solutions Group will write to the resident acknowledging their complaint within 3 working days and again within 10 working days with the results of the investigation.

Stage 2:

If residents are not satisfied with the result of the investigation at stage 1 they have the right to ask for their complaint to be reviewed. Residents must be clear with what they are unsatisfied with and what they would like 38.6 Solutions Group to consider further. The policy states that residents must write to us within 3 working days of receiving the response at stage 1. 38.6 Solutions Group will acknowledge the complaint within 3 working days and provide a response within 10 working days.

Stage 3:

If residents are not satisfied with the result of the investigation at stage 2 they can directly ask a Director of 38.6 Solutions Group. The Director will acknowledge the complaint within 3 working days and provide a response within 10 working days.

The Registered Manager will regularly review records of complaints to identify patterns and actions received ensuring the services policies and practices are complaint with the Care Standards Act 2003.

Any serious complaint against the service or individual members of staff are submitted to CIW within 24 hours.

If the Complainant remain unhappy with the Director's response to their complaint, they may contact the Ombudsman at:

Public Services Ombudsman for Wales

1 Ffordd yr Hen Gae

Pencoed

CF35 5LJ

Tel: 0300 790 0203

Fax: (01656) 641199

Children's Commissioner for Wales

Oystermouth House

Phoenix Way

Llansamlet

Swansea

SA7 9FS

01792 765600

FAX: 01792 765601

post@childcomwales.org.uk

Children & young people's freephone number: 0808 801 1000 Or text 80 800

Employees, Contractors and Affiliated Individuals of 38.6 Solutions.

Individuals wishing to make a complaint are encouraged to follow the above. Should any individual have a grievance or complaint regarding a member of the Management Team they are able to contact Ann Armstrong in her capacity as an Independent Visitor via email annemiaarmstrong@icloud.com.

This Policy has been made available to all employees and contractors of 38.6 Solutions Group.

All employees acknowledge receipt and understanding through the signing of individual “Policy and Procedure Acknowledgement” statements. All statements will be held on individual employee files.

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